

Return Policy

Please notify us within 30 days of receipt of your order if you need to return or exchange your order. If your mantel has been altered in any way it cannot be returned. Custom mantels cannot be returned. All returns are subject to a 25% restocking fee.

To return any product purchased from Bjorn Woodworks, you'll be required to follow the procedures that apply to your circumstances, outlined below:

Damages in shipping and manufacturers defects:

If you notice damages or defects to your order once it has been opened and you choose to return the order, you are responsible to re-package the order using the item's original packaging materials and assure that the product is suitable for shipping. You are required to contact Bjorn Woodworks within 30 days of receiving your order. We will arrange the shipping of your damaged merchandise back to Bjorn Woodworks and will re-issue a replacement order.

Unfinished Mantels

Unfinished Mantels do not have a warranty against warping because of changes in climate that can allow the mantel to absorb moisture during transit (causing the mantel to potentially warp). Incorrect finishing of a mantel can also cause warping.

Finished & Assembled Mantels

All mantels that are finished and shipped assembled by Bjorn Woodworks come with a 30-day warranty against warping. Warping is defined as mantels that are out of alignment of more than 1/4"

Broken or Cracked

In order for us to help with any broken or cracked Mantel we will need images of the damages within the first 30 days of receiving the Mantel. Please provide this information to our customer service department immediately upon receiving your mantel. support@bjornwoodworks.com

Customer Choice return:

For all returns excluding damages and defects, you must repackage the order using the items' original packaging materials assuring that the product is suitable for shipping. You are responsible to ship the order back to Bjorn Woodworks. You may use the shipping carrier that is most convenient for you. You are required to contact Bjorn Woodworks about the return within 30 days of receiving of your order. Merchandise returned for customer convenience is subject to a 20% restocking fee.

Bjorn Woodworks Customer Care & Service:

Our experienced Customer Service Representatives are available to talk live with you Monday through Friday 8:00 am- 5:00 pm Eastern Standard Time. Customer Service contact: (801) 810-0955 or email support@bjornwoodworks.com