

Frequently Asked Questions

1. What happens if an item is lost in shipping?

We are not responsible for a package that gets lost in shipping. However, if the freight company (ex. UPS) deems the package as lost, we will ship out a replacement of the same item. *Please remember we will only ship out a replacement if the freight company claims it as lost.*

2. What happens if an item is damaged in shipping?

If your product was damaged during shipping, you must contact the shipper (ex. UPS) within 48 hours of receiving the product. At that time you will need to file a damage claim with the shipper and NOT with Providence Lacquer & Supply Centre, Inc.

3. How long will it take for my order to get to me?

This will depend on what part of the country or world you are from.

4. Where do you ship?

We ship to anywhere in the world.

5. Is everything that is online in stock?

Not all things online are in stock. Double asterisk items (**) are special order items only. When you order them we will also order them and get them for you as soon as possible. Also, some everyday items go on backorder. We do our best to keep everything in stock. Providence Lacquer & Supply Centre, Inc. is not responsible if the item(s) are not in stock.

6. Is the information listed on your site 100% accurate?

Even though we check our information very carefully before adding a product to our website, an occasional error may occur. Therefore, we reserve the right to correct any inaccurate information and are not responsible for typographical errors.

7. How do I return or exchange an item?

No goods accepted for return unless permission in writing is granted by Providence Lacquer & Supply Centre, Inc. ALL CLAIMS and RETURNED GOODS MUST be accompanied by the bill. There will be a 20% restocking fee and the buyer, you, will pay ALL shipping charges.

8. How can I order from Providence Lacquer?

Just give us a call at 888-943-1700 and someone will assist you. We will take the order over the phone and get it out to you.