

LOVE LIGHTING

Returns Form

Before sending any goods back to us, please ensure that you have read the refunds section of our Terms and Conditions. You can find a link to these at the bottom of each page of our website, or go to www.love4lighting.co.uk/terms-and-conditions.htm.

14 DAY MONEY BACK GUARANTEE: Items should be returned unused, in a saleable condition, in their original packaging and with all component parts and any promotional items received. **Please remember that made-to-order items are non-returnable, unless faulty.**

FAULTY GOODS: Items should be returned in a reasonable condition, with all component parts and any promotional items received.

HOW TO RETURN: Please package your item securely, along with a completed copy of this form. Ensure you obtain proof of postage - this may be required should there be a problem with your return.

All refunds will normally be processed within 7 - 10 days of us receiving the goods.

ADDRESS: Love4Lighting, 5a Windmill Road, Hampton Hill, Middlesex, TW12 1RF

Please fill in all the details below. It is especially important to complete your customer name and order number, so we can process your return quickly and efficiently. Without this information there may be a delay in processing any refund or replacement.

CUSTOMER NAME

ORDER NUMBER

PRODUCT CODE	PRODUCT DESCRIPTION	QUANTITY RETURNED	RETURN CODE	ACTION	
				REPLACE	REFUND

RETURN CODES:

1. FAULTY
2. DAMAGED

3. LATE DELIVERY
4. WRONG PRODUCT

5. WRONG QUANTITY
6. CHANGED MIND

We hope that you will never need to return an item to us, but in case you do we have tried to make this process as painless as we can. Please read and follow the guidelines above so we can process your return as quickly as possible. Your statutory rights are not affected.

If you have any questions, please contact our customer service team on **0208 783 9996**.