

# RETURNS FORM



Order Number							
Name							
Postcode							
Telephone							
Date							

## HOW TO RETURN ITEMS

We are sorry that you are returning an item(s) to us. Please follow the instructions as detailed below:

- × Complete all of the required information on this returns form (including the box above – without this information, we cannot process your return).
- × Cut off the address label provided at the bottom of this returns form, affix to the parcel and enclose this returns form with the item / item(s). Returned items must be in the original packaging and returned to us in the condition in which it was supplied.
- × Take the parcel to the counter in your local post office. We recommend you use a form of recorded delivery and obtain proof of postage in case of any issues with your return.
- × PLEASE NOTE: You are responsible for the goods until they reach us.
- × You can view our full policy at: [http://www.lightingsupermarket.com/index/returns-policy\\_58.htm](http://www.lightingsupermarket.com/index/returns-policy_58.htm).

**REASON CODES:** Please specify your reason for returning your items by entering the chosen number below:

1. Wrong item	2. Not wanted	3. Dissatisfied with Quality	4. Faulty	5. Duplicate delivery	6. Damaged on arrival	7. Other (please specify in reason code box)
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Qty	Item Code	Item Description (Please specify the item colour and finish here)	Reason Code	Action		Please enter any exchange information here
				Refund	Exchange	

## EXCHANGES

We will endeavour to process and send out your exchange within 5 working days. Your replacement item will be sent using our FREE shipping service. If there is a problem fulfilling your replacement request, we will contact you via telephone or email.

**Returns Department  
Lighting Supermarket at Simplex Marketing Ltd  
Unit A  
Lowerclough Mill  
Wilkinson Street  
Barrowford  
Lancashire  
BB9 8PH**