



Returns Form

For your refund to be processed quickly please fill in the following information in full.

Full Name: _____

Invoice number: _____

Refund / Exchange (Please circle your choice)

Quantity	Item Name	Colour	Return Code	Return Codes
				1. Too Big
				2. Too Small
				3. Unsuitable
				4. Different from online
				5. Wrong Colour
				6. Damaged
				7. Different than expected

Anything else you would like us to know:

Instructions for your return - THIS IS REALLY IMPORTANT:

All items must be returned **having not been installed** and in their **original packaging** along with **all screws and fixings**.

1. Once this form has been completed with all information required, please include a copy inside the box.
2. Repackage the goods in their original packaging. Please ensure all packaging and polystyrene is not broken when looking at the lights or a £5.00 packaging charge will apply.
3. Please drop us an email at team@mylightshop.co.uk with your order number, products you are returning and reason for return.

Goods will take two to three days to reach us once sent. The unpacking and thorough checking of returned items may take a further couple of days. Once we are sure the goods have been correctly re-packed and are still in perfect condition, we will reimburse the funds back to your credit or debit card.

Although we aim to process as fast as possible, the total refund time can take up to 10 working days