

Return Request Form

In order to process your return as quickly as possible please complete the form below.

Order Number : _____

Phone: _____

Date: _____

Email: _____

Name: _____

QTY	ITEM CODE	DESCRIPTION	REASON FOR RETURN

Post or Courier your parcel to:

The Lighting Superstore

Shop 25 / 502 Hope Island Road

Helensvale, QLD, 4212

A Couple of things to note:

- We are unable to provide a refund or exchange for change of mind if the item has been installed
- Refunds will be paid via original payment method
- Refunds given will be less original postage cost paid
- Refunds on goods shipped with out free shipping promo will be less the postage cost incurred by the Lighting Superstore
- Customers are responsible for organising and paying for the return of goods to our store

Items Excluded from the 30 Day Money Back Include:

- Special order items or items not listed on our website
- Custom made order or items requiring assembly
- Display Items

Warranty

Items that do not require installation by an electrician have a minimum 12 month back to base warranty (excluding light globes). You are entitled to a refund or exchange for faulty items, however the costs associated with the claim (ie postage back to store) are to be absorbed by the customer. We will require faulty items to be returned to store before any refund or exchange can be issued.

For warranties on items that require installation by a qualified electrician please contact us for further information before have the item uninstalled.