

# PAINLESS RETURNS & EXCHANGES

We want you to be happy and tell your friends about us. If you are not satisfied with your purchase we will take it back. Please follow the simple steps outlined below.

- Complete the return slip form and fax to 704-376-6213 or scan and email to [info@luxlampshades.com](mailto:info@luxlampshades.com).
- We will email you a prepaid shipping label from FedEx that you can print out and attach to the box.
- Include the return slip in the original package with the return item(s)
- Call 1-800-GoFEDEX to schedule a pick up or drop off at any FedEx/Kinkos

Return shipping is Free if you are exchanging it for Lux Credit or another Lampshade. Unless it's damaged or being returned for quality issues then you will be charged for return freight. If you do not want to replace and prefer a refund in your original form of payment, return shipping costs will be deducted. We can only credit you once items are received back in our warehouse.

Stock Collection items may be returned or exchanged for any reason within 21 days for a full refund, provided the item is returned properly and not damaged. After 21 days there are no refunds. We cannot refund or take back any custom orders.

## DAMAGED GOODS

- We stand behind our products and want you to be a repeat customer. If defective items are due to poor craftsmanship we will replace immediately, free of charge.
- If your order is damaged in transit, please do NOT refuse the delivery. Our shades are packaged very well and can survive a surprising amount of carton damage. Upon inspection, if the goods are damaged please email [info@luxlampshades.com](mailto:info@luxlampshades.com) with your order # and a picture of the damaged shade/box. We will coordinate a claim if necessary and make arrangements for a replacement to be shipped right away.

If we have inadvertently sent you the wrong merchandise, we apologize. Please email us at [info@Luxlampshades.com](mailto:info@Luxlampshades.com) so we can send a prepaid label for return shipping and ship you the correct items.

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## RETURN SLIP

Order/Invoice Number:

Customer Name:

Email Address:

Reason for Return - *Check one:*

- Exchange for another shade or size
- Wrong quantity shipped
- Wrong merchandise shipped
- Received Damaged
- Just don't like it