

Lumea Ltd

Complaints Procedure Policy

This policy explains how:

- You, the customer, can raise a complaint about our goods; and
- How we deal with complaints

We will always aim to provide high quality goods and to provide a high standard of customer care. We recognise however that sometimes we may not get things exactly right and as such, it is important that you can raise any issues of complaints with us.

How to Make a Complaint

If you would like to make a complaint, you can do so via any of the following methods

- Online Contact Form

You can complain via the online contact form on our website

- Telephone

You can call us via telephone on 01884 255954

- Email

You can email us at sales@lumea.co.uk

Information

Please include the following information in your complaint:

- Your full name
- Contact details (email, phone number or address)
- Type of goods supplied
- Order or reference number
- Nature of complaint – summary of problem with goods/service provided

What to expect

Complaints will be processed during our business hours which are

Monday to Friday – 9am to 5pm

Complaints will be dealt with by our Complaints team

We will acknowledge your complaint with 5 business days of receipt

The Complaints team will conduct a thorough investigation into your complaint. Someone may need to contact you to provide further details during the investigation.

A response to your complaint will usually be provided to you via email within 10 business days.

Sometimes, the investigation may take longer. If this is the case, we will be in touch to provide a revised timeframe, within which you should expect to receive a response. You will receive regular updates thereafter

Resolution

Our Complaints team may agree with all or some of your grounds of complaint. If this is the case, we will aim to offer a satisfactory solution to you, which may include:

- A full refund
- A partial refund
- Credit note
- A discount code for future purchases
- Replacement goods

We will offer the solution our complaints team judge the most appropriate in the circumstances. The above examples are the usual solutions, although there may be occasions where we offer a different solution where appropriate.

If our complaints team do not agree with your grounds of complaints, you will be provided with full details to explain why this is the case. If you are unhappy with this decision, you may wish to progress your complaint and obtain legal advice and/or explore other legal remedies which may be available to you.

Information about your legal rights as a consumer can be found on the Citizens Advice Bureau website