

# NOW LIGHTING RETURNS FORM

Please accompany your return with this form



Tel: 01252 314766  
 Fax: 01252 314686  
 Email: [enquiries@nowlighting.co.uk](mailto:enquiries@nowlighting.co.uk)

<p><b>ORDER DETAILS:</b></p> <p>How order was placed:.....</p> <p>Order Date:...../...../.....</p> <p>Order No:.....</p> <p>Payment method:.....</p>	<p><b>CUSTOMER DETAILS:</b></p> <p>Name:.....</p> <p>Address:.....</p> <p>.....</p> <p>.....Post Code.....</p> <p>Phone No:.....</p> <p>Email:.....</p>
--	---

Please complete details of the item(s) you are intending to return and select a reason for returning.  
 (If you wish to explain in more detail why you are returning an item, please use a separate sheet and attach to form)

No	Item Description	Quantity	Price
1			

ORDERED WRONG ITEM  
  WRONG ITEM SENT  
  NOT AS DESCRIBED  
 FAULTY  
  NO LONGER REQUIRED  
 How would you like us to deal with your return?  
  ISSUE ME A REFUND  
  ISSUE A REPLACEMENT

No	Item Description	Quantity	Price
2			

ORDERED WRONG ITEM  
  WRONG ITEM SENT  
  NOT AS DESCRIBED  
 FAULTY  
  NO LONGER REQUIRED  
 How would you like us to deal with your return?  
  ISSUE ME A REFUND  
  ISSUE A REPLACEMENT

No	Item Description	Quantity	Price
3			

ORDERED WRONG ITEM  
  WRONG ITEM SENT  
  NOT AS DESCRIBED  
 FAULTY  
  NO LONGER REQUIRED  
 How would you like us to deal with your return?  
  ISSUE ME A REFUND  
  ISSUE A REPLACEMENT

No	Item Description	Quantity	Price
4			

ORDERED WRONG ITEM  
  WRONG ITEM SENT  
  NOT AS DESCRIBED  
 FAULTY  
  NO LONGER REQUIRED  
 How would you like us to deal with your return?  
  ISSUE ME A REFUND  
  ISSUE A REPLACEMENT

No	Item Description	Quantity	Price
5			

ORDERED WRONG ITEM
  WRONG ITEM SENT
  NOT AS DESCRIBED  
 FAULTY
  NO LONGER REQUIRED

How would you like us to deal with your return?  ISSUE ME A REFUND  ISSUE A REPLACEMENT

No	Item Description	Quantity	Price
6			

ORDERED WRONG ITEM
  WRONG ITEM SENT
  NOT AS DESCRIBED  
 FAULTY
  NO LONGER REQUIRED

How would you like us to deal with your return?  ISSUE ME A REFUND  ISSUE A REPLACEMENT

#### TERMS & CONDITIONS:

We accept returns by post or courier (*if using post please use a type of tracking/cover, as we cannot be held responsible for items lost or damaged in transit*) to the address adjacent. We require a written/email communication within 14 days of receipt of your order that you intend to return part or all of your order. You then have a further 14 days to physically return the goods. Therefore, you have a total of 28 days to return the goods from date of receipt to potentially qualify for a refund.

Please return items within a safe and secure package, with the item(s) original labels, in a new or unused condition. (*if the returning item(s) look as though they have been used, or damaged, we cannot provide a refund*). Please include a copy of the completed Returns Form with the returned item(s), as failure to do so may result in the return request being delayed.

If the item(s) are being returned at your discretion, it is your responsibility to pay for the postal/courier charges. Once item(s) have been received and approved for refund, depending on payment method used, refunds may take up to 5 to 7 working days to process.

#### PLEASE RETURN PACKAGES TO:

Nowlighting c/o Bridges Trading Co Ltd  
 Mail Order Returns  
 6 Elms Road  
 Aldershot  
 Hampshire  
 GU11 1LJ

Tel: 01252 314766

Fax: 01252 314686

Email: [enquiries@nowlighting.co.uk](mailto:enquiries@nowlighting.co.uk)

Office hours: Monday to Friday, 7:30am to 5:00pm

Additional info: