



Smart Lighting Industries Ltd
 Unit 12 Repton Court, Burnt Mills Ind. Estate, Basildon, SS13 1LN - Essex, England
 Tel: 01268.330.175
 support@smart-light.co.uk - www.smart-light.co.uk
 Reg: 11042459 VAT: 284738265

RETURNS FORM

Customer Name
Customer Address
Postcode
Tel:
Order No:

Product SKU Code	Product Description	Q-ty Returned	Return Code	Action Required (tick)	
				refund	replace

Comments:	Return Codes:			
	1 - Faulty	2 - Damaged	3 - Late delivery	4 - Wrong Product
	5 - Wrong Quantity	6 - Changed Mind	4 - Other (please specify in comments)	

Notes on returning your item.

30 DAY MONEY BACK GUARANTEE: Items should be returned unused, in a saleable condition, with their original packaging and with all component parts and any promotional items received. You should also include your invoice/order No. and returns form.

FAULTY/DAMAGED GOODS: Items should be received in a reasonable condition, with all component parts. You should also include your invoice and returns form. Note: If your product is powered by lithium batteries you can only return your purchase to a trade counter due to changes in the road transport regulation.

You have a choice of how to return an item:

- 1. Return it to our Showroom:** Please check the above address, Return your item, along with the returns form and your invoice to our Showroom located in Basildon, Essex.
- 2. Return it by POST:** Please package your item securely, along with your invoice/Order No. and a completed Returns Form, attach it to the package and take it to your local Post Office or collection point.
- 3. Return it by CARRIER COLLECTION:** Please call us on 01268.330.175 or email support@smart-light.co.uk to arrange a Carrier Collection. Please package your item securely, along with your invoice and returns form. Collections may take place at any time between 8.00am and 6.00pm and someone will be required at the address to hand over the item and sign for the return.

Note: Free carrier collection is available only to: wrong sent items, damaged goods or faulty items. In case you changed your mind, or simply do not want the products anymore you will need to return the products and pay for the shipping cost, returns must be made within the 30-day period.