

## Returns Policy

The Consumer Contracts Regulations (which replace the Distance Selling Regulations for purchases made on or after 13 June 2014) give you the right to cancel any contract for the purchase of goods bought online within 14 calendar days, beginning with the day after the day on which the item is delivered. This applies to all our products **except any items that have been made, finished or modified to your specification** or to any items purchased under our business to business trade terms. Goods cannot be returned to us after 14 calendar days from receipt.

If you wish to return any items to us, **please advise us by email at [returns@ledlightingproducts.co.uk](mailto:returns@ledlightingproducts.co.uk) within 14 calendar days of the goods being delivered to you.**

Please **pack the items carefully and securely and return it with your delivery note within 14 days of receipt.** You will remain responsible for the goods until they are received by us in a saleable condition. We decline to accept any returned products that have been installed or modified in any way or where the inner product box is damaged or written on or if the goods arrive damaged or broken. You should also include any parts that were included in your original delivery.

The cost of returning unwanted items is the customer's responsibility and we would strongly urge that you use a recorded delivery service and retain your proof of posting in case the parcel gets lost or damaged and you need to make a claim from your chosen courier. For your further protection, we would suggest that you consider making your own separate insurance arrangements

Any refund due will be paid by us, using the original payment method, within 14 days of receipt of the returned item.

Please telephone us on **01543 481532** and we will be happy to guide you through this process should you wish.

Our returns address is

LED Lighting Products Ltd

15 Lincoln Croft

Shenstone

Lichfield

Staffordshire WS14 0ND