



# RETURNS NOTE

## HOW TO RETURN ITEMS

If by any chance you are not completely happy with the item, we will give you a full refund provided the goods are returned to us in an unused and saleable condition within 10 working days of purchase. Return postage will be your responsibility unless of course the item is faulty \*. We cannot be held liable for any goods lost in transit to us. The items are your responsibility until they reach us.

Please print out this form, fill it out and enclose it inside your return parcel.

\* If your item is faulty, please contact us directly and we will give you a different procedure to follow.

## RETURNS ADDRESS

Up In Lights

Unit 1B,  
Hillmans Farm and Business Centre,  
Bolney Chapel Road,  
Twineham,  
West Sussex, RH17 5NN.

Please make sure you have a certificate of posting from your post office.

## SALE ITEMS

Please note sale items must be returned to us within 7 days for a refund. After that they can only be exchanged and not refunded.

## REFUNDS

We can only refund the card you originally used for payment. Refunds usually take 3-5 working days to appear in your account.

If you have any queries regarding returns, please call us on 01444 882323 or emailing [ask@upinlights.uk.com](mailto:ask@upinlights.uk.com)

## RETURNS FORM

Using the information on your despatch note or confirmation email, please fill out the form below.

ORDER NUMBER

PRODUCT CODE	DESCRIPTION	QUANTITY

Just in case we have any problems finding your order, please leave us your name and number below.

YOUR NAME	YOUR NUMBER