



RETURNS FORM

Light On Energy
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LN11 7BE

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Full Name:

Address:

Tel No:

Email:

In order to return an item; you will need to speak to a member of staff and obtain an RMA number.

My RMA number is: _____

Reason for Return _____

Please tick the appropriate circle:

The product is:

Faulty:

Ordered Incorrectly:

Other:

If other, please specify _____

Please read: I understand that all faulty items will be refunded in full in accordance with the Distance Selling Directive. This does not affect my statutory rights. Items being returned due to incorrect ordering are subject to a courier's charge of £10.99, this charge will be debited from my refund. Items returned due to other circumstances may incur a charge, however, I have discussed this with a member of staff and I agree to the terms discussed verbally. This has also been clarified via written email.

Full Name:

Date:

Your Signature:

Please put this form inside the box of the item you ordered. Failing to do so may cause additional delays in the processing of your refund.