



CUSTOMER RETURNS FORM

Please send returns to:
Optime Lighting Ltd,
14-16 Wallace Way, Hitchin, Hertfordshire, SG4 0SE

We hope you love our products, however, in the event you need to return items to us, Optime Lighting Ltd must be notified within 3 working days. Return requests can only be considered within the 3 day period. We reserve the right to refuse a refund.

We're unable to offer a refund on bespoke goods unless they're faulty or are damaged in transit.

In order for us to fulfil your request, Follow these steps:

- Complete this returns form and send to us via email to shop@optime.co.uk
- Once your request has been authorised, we will issue you with a unique reference number
- Goods will need to be returned at your own cost (by yourselves) & packed carefully, making sure to write the reference number visibly on the box, & include a copy of this returns form

YOUR DETAILS

Date: _____ Order No: _____
Name: _____
Contact Number: _____
Email: _____
Address: _____

Postcode: _____

REASONS FOR RETURN

Please select from the following return codes.

- 1: Faulty Fitting**
- 2: Damaged In Transit**
- 3: Broken Glass**

ITEMS TO RETURN

Product Code	Qty	Return Code	Comments

OPTIME OFFICE USE ONLY:

Returns Ref:	
Customer Name:	
Returns Received:	
Authorised:	
Signed:	

Failure To Complete This Form Will Lead To Your Return Not Being Processed.

Thank you for shopping with Optime Lighting Ltd!
14-16 Wallace Way, Hitchin, Hertfordshire, SG4 0SE
Tel: 01462 441920 (Opt 1 or 3) Email: shop@optime.co.uk