



Customer Returns

We operate a no-hassle return policy. If you're not 100% happy with your purchase then please return the products to us within 30 days for a full refund or a replacement.

No matter the reason: Whether we've sent the wrong item; you've ordered the wrong colour bulb; it arrived damaged or faulty; or you simply require your money back; providing your goods are returned within 30 days, we will happily return your money or replace for an alternative product.

The products must be returned to us in a re-saleable condition and in original packaging. In the rare case of a faulty product, original packaging is not necessary.

Please fill out the form below and email to customerservices@everything-led.co.uk BEFORE returning your products to us. Please also enclose a completed form with your returned items. If there is no return form with the returned items we will return to sender.

Order Number	
Order Date	
Name	
Address	
Postcode	
Telephone Number	
Email Address	

Quantity	Product	Reason Code	Refund or replace

Extra information (please help us by giving us a few extra details on your reason for return):

Reason codes:

- 1) Wrong item received
- 2) Faulty item
- 3) Damaged item
- 5) No longer wanted / needed
- 6) Different from website description

7) Wrong colour ordered: please tell us which colour you require

Returns should be sent to:

Customer Return
Everything-LED Ltd
17 The Oaks Business Park
Clews Road
Redditch
B98 7ST