

Returns Form

We hope you're happy with your purchase, but if you do wish to return your order, please use the free and simple returns process detailed on this page and at the following website links (for orders delivered overseas please contact us as the process is different):



Returning damaged/faulty items:

If an item develops a fault within the first 30 days, the customer is entitled to a refund or exchange. If the fault develops after 30 days but within the warranty period a credit or exchange will be offered.

<https://www.festive-lights.com/help/returning-damaged-or-faulty-items>



Returning unwanted items:

If you have received any unwanted or unsuitable item(s), or require an exchange, the cooling off period is 14 days from the date of receipt. Exchanges apply only on a like for like basis.

<https://www.festive-lights.com/help/returning-unwanted-items>

MY ORDER NUMBER IS:				
Product Code	Quantity	Refund	Exchange	Reason For Return
		✓	✓	
		✓	✓	
		✓	✓	
		✓	✓	
		✓	✓	

How to return your item/s free of charge

(items less than 20kg and smaller than 61cm (L) x 46cm (W) x 46cm (D) – please visit the website if the items you need to return are larger)

1. Visit the relevant returns page on our website (links above).
2. Click the blue 'Create a Return' button, this will take you to the returns portal.
3. Select the reason for your return and follow the step-by-step instructions to create your address label. If you don't have a printer, don't worry, the process allows you to display on your smartphone instead.
4. Complete the form on this page (above), and include this in your return parcel.
The goods remain your responsibility until they reach our warehouse, so please make sure they're packaged up properly to avoid any damage in transit.
5. Take the return parcel to the Post Office.
6. **Please retain your proof of postage. This will be provided by the post office.**

Please note: in the UK, Royal Mail returns can take up to 7 working days to arrive back at our warehouse – this can be longer during peak season.



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