



## RETURNS REQUEST FORM

| Order Number | Date of Order | Name & Surname |
|--------------|---------------|----------------|
|              |               |                |

| # | ITEM CODE / DESCRIPTION | QUANTITY | REASON | ACTION |
|---|-------------------------|----------|--------|--------|
| 1 |                         |          |        |        |
| 2 |                         |          |        |        |
| 3 |                         |          |        |        |
| 4 |                         |          |        |        |

### Comments:

### What Next?

After you have completed the Returns form, please forward the completed form to:  
[sales@onlinelighting.com.au](mailto:sales@onlinelighting.com.au)

Once we have received your completed Returns form your request for return will be assessed in accordance with our Terms of Use

As soon as your request has been assessed we will notify you

Once you have received approval for the return please arrange for your parcel to be returned to our warehouse (address below)

### Return Preparation Guide for items to be returned

We would greatly appreciate it, if you would please take a moment and ensure the items to be returned are well packed into its original packaging, to ensure they are well protected to avoid any damage

Items being returned must be unused, clean, undamaged and in their original packaging

All items must be returned to our warehouse, A delay in processing your refund will occur for any returns not returned to this address

**Online Lighting Warehouse  
Unit 54, 49-51 Mitchell Road  
Brookvale, NSW 2100**

Once the items have been received into our warehouse undamaged and in their original packaging, a refund for the returned items will be organised within 48 hours.

It is our recommendation that all items being returned by a third party should be insured against loss or damage.