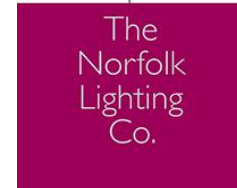


Returns Policy



We hope you will be delighted with your purchase, however, if you are unhappy, please note the following policies.

Goods you have collected from our **stock range** can be returned to us, unopened, at any time within 14 days of sale for a full refund or exchange.

When goods are not from our **existing stock range** and have been specially ordered, a handling charge of up to 20% on the value of the returned goods will be applied at the discretion of the Company. A credit note or exchange for the reduced value is offered. We are not able to offer refunds in this situation.

The goods returned should be unopened, unfitted, unused and in a resaleable condition, with no damages and all parts working.

In the event the product has been used or is damaged, we reserve the right to refuse a refund, or deduct up to 50% of the selling price from the refundable amount.

Breakages, damages or incorrect items must be reported within 48 hours of sale either by person, or by email to sales@thenorfolklightingcompany.co.uk . If notification occurs after 48 hours, goods may be replaced, or spare parts issued, we reserve the right to charge for any such replacements.

We are unable to accept the return or cancellation of goods which have been made-to-order and/or modified in any way at the customer's request.

We are unable to offer refunds on sales items, end of line items or ex display items.

In the event of goods being faulty, this does not affect your statutory rights.