



Business to Customer Returns Policy

All items are covered under the United Kingdom Distance Selling Regulations

You have the right to cancel the contract for the purchase of any of these items within a period of 7 working days, beginning with the day after the day on which the goods are delivered.

To cancel the contract, we must be informed either in writing, by fax or by e-mail giving the reason for return as "Contract cancellation".

Please package the relevant goods securely and send them including a copy of the invoice so that we receive them within 7 working days of the date that the goods were delivered to you.

If the 7 day cooling off period is up and you still wish to return the goods as not required then a 25% handling charge will be set in place, the goods and product boxes must in a resalable condition.

Returns address

SLV Lighting Direct,
c/o INTALITE UK Returns
148-154 Merton High Street
Wimbledon,
London,
SW19 1AZ.

For your protection,

we recommend that you use
a recorded delivery service.

Please note: you will be responsible for the costs of returning the goods to us unless we delivered the item to you in error or the item is faulty.

NB: It will not be possible to process your order for returns without a copy copy of the invoice as we will not be able to trace who the delivery has been returned from to apply the credit to.

This Paperwork Must Be Signed, dated & Returned Before Returning Goods

Signature

Name

Date

 / /

*Returns Authorisation Number		*Name of Company		*Product Group	
				LED Fitting	
				Outdoor	
				Luminaries	
Date Returns number issued :				Transformer / Ballast	
NOTE: Fields Marked with * are mandatory. Any LED Fittings or Drivers will be given a become void				Lamp / Bulb	
				Accessories	
NOTE: Test & Reports are carried by SLV in Germany so it could take up to 4 to 5 weeks before we hear anything from them.					
Please be aware if you have already had your replacement fitting and the Test & Report comes back as an Application error then the fitting will be refused and re invoiced to your account and returned to you with a £10 Carriage charge.					
* Part Number	*Invoice Number	*Item Name	* Amount	*Date of Original Purchase	
NOTE : Please supply an explanation of the Fault in as much detail as possible In the boxes Supplied opposite To help with the testing the testing side of things.					
NOTE: We are a supply company only we only offer repairs when it can be done and if this can't be done then a re-placement will be sent out on the agreement of SLV Lighting Direct & SLV if the goods are still within the 12 months warranty period (Please see the invoice date for warranty). If you already have a replacement fitting without our agreement then you will receive the repaired fitting/s back to you and re invoice to your account.					
*Requesting & Test & Report		*Fittings will be repaired FOC		*Fittings will be repaired at your cost	
*Number of Parcels collecting	*Date Goods will be ready For collection by FedEx	*Handling charge applies		*Return at your cost	

*I Agree with the above Comments

Signature

Name

Date

/ /

This Form must be signed and returned before any returns are accepted back for return.