

# Destination LIGHTING

26 SOUTH HANFORD • SEATTLE, WASHINGTON • 98134

## RETURN GOODS FORM

**Your complete satisfaction is our guarantee.**

If you are not satisfied with a product you purchased from Destination Lighting, simply call us for a Return Authorization Number then ship the package back to our warehouse within 30 days of receipt. Just follow the steps below to ensure your return is processed without delay. Special Order products and items that have been hard-wired or otherwise installed are not returnable.

1. Request a Return Authorization Number (**RA#**) from our Customer Service department for all returns, including incorrect merchandise, defective products or items damaged during shipping. Shipments will not be accepted without a Return Authorization Number. To reach Destination Lighting Customer Service please call **(800) 653-6556** (M-F 7 a.m. – 6 p.m. Pacific Time) or send us an e-mail anytime at [customerservice@destinationlighting.com](mailto:customerservice@destinationlighting.com) and we'll respond within one business day.
2. Complete the Return Goods Form. Write your RA# on the space provided near the bottom of the address label on the Return Goods Form. Remove the address label from the Return Goods Form and attach it to the outside of the shipping carton.
3. Prepare the carton for shipping. Place your completed Return Goods Form in the carton. All products must be returned in the original packaging and arrive at our warehouse in resalable condition.
4. Ship your return via your preferred carrier to the address listed on the shipping label provided. Returns must be pre-paid and insured directly to Destination Lighting. We recommend you make a note of the tracking number from your carrier. Destination Lighting will arrange the shipping for defective, damaged or incorrect merchandise at our cost. For any other return, shipping charges are not refundable.
5. A refund will be issued to your credit card, less a return handling fee of \$9.95, once the return is received at our Warehouse in good condition. Oversized or Delivery Truck returns are charged a return handling fee of \$100. You are responsible for return freight costs.

Our retail stores do not currently accept Web order returns.

FILL OUT AND PLACE INSIDE PACKAGE BEING RETURNED

ORDER NUMBER \_\_\_\_\_

FULL NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

CITY / STATE / ZIP \_\_\_\_\_

PHONE \_\_\_\_\_

EMAIL \_\_\_\_\_

QTY	PRODUCT ID	TITLE	RETURN REASON
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

\_\_\_\_\_

\_\_\_\_\_

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**RA #**

*Destination*  
**LIGHTING**  
ATTENTION: RETURNS  
26 SOUTH HANFORD  
SEATTLE, WA 98134

### RETURN REASONS CODES

- A** – NOT AS EXPECTED, DIDN'T LIKE
- B** – SHIPPING DAMAGED
- C** – DEFECTIVE
- D** – NOT WHAT ORDERED
- E** – OVERSHIP
- F** – OTHER



CUT OUT AND TAPE TO PACKAGE BEING RETURNED