# Return Goods Form

To ensure your return is processed without delay please call our Customer Service team at (800) 653-6556 to receive your **Return Authorization Number (RA#)*** or email us at customerservice@destinationlighting.com and we will get back to you within 1 business day.

If your order arrives damaged or defective and you would like a replacement rather than a return, please contact us by phone or email to request the replacement parts that you need.

***For orders placed with Destination Lighting through Amazon or Houzz, please log into your order on the appropriate website and request to make a return on your order. You can reference your order number as the RA#.**

Customer Service Hours: M-F 7AM - 5PM, SAT 8AM - 5PM & SUN ***CLOSED*** PST

1-(800) 653-6556

customerservice@destinationlighting.com

**NOW THAT YOU HAVE YOUR RA#**

Follow these 4 easy steps to ensure the proper processing of your return:

1. **Complete the Return Goods Form** below making sure to write in the RA# where indicated.

2. **Prepare the carton for shipping.** All merchandise must be in the original manufacturer packaging. Please include your complete Return Goods Form inside box.

3. **Ship the returns via your preferred carrier to:**
   **Destination Lighting 2700 NW Front Avenue, Portland, OR 97210****
   - All shipping and return costs are non-refundable. We encourage the use of a carrier that provides tracking numbers or proof of delivery, as we cannot issue refunds without proper documentation of receipt and delivery.

4. **A refund will be issued to your credit card** once the return is received and processed at our warehouse.
   **You can also return your items to one of our local retail stores in your area if one is available. Please contact us by phone or email to let us know which store you would like to take your return and we will ensure the store can easily issue your credit. **( For Amazon or Houzz orders please call first, before going to a local store location.)**

RA# _____

FULL NAME _____

ADDRESS _____

CITY _____

STATE _____

ZIPCODE _____

PHONE# _____

EMAIL _____

| QTY | PRODUCT ID/TITLE | REASON |
|---|---|---|
| | | |
| | | |
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**RETURN REASON CODES:**

**A** – Not as expected, didn't like
**B** – Shipping Damaged
**C** – Defective
**D** – Not what ordered
**E** – Overship
**F** - Other

Please place form in shipping box and mail to:

Destination Lighting
26 South Hanford St
Seattle, WA
98134