

# HOW TO RETURN AN ITEM

**REASONS FOR RETURN:** Please check all that apply.

1. \_\_\_ Item does not match décor, please explain: \_\_\_\_\_
2. \_\_\_ Item did not fit space, please explain: \_\_\_\_\_
3. \_\_\_ Changed mind, please explain: \_\_\_\_\_
4. \_\_\_ Defective item, please explain: \_\_\_\_\_
5. \_\_\_ Item not as expected, please explain: \_\_\_\_\_
6. \_\_\_ Item damaged in shipment, please explain: \_\_\_\_\_
7. \_\_\_ Other: please explain: \_\_\_\_\_

**GUIDELINES:** Items returned to us that meet the following guidelines will be fully refunded for the cost of the merchandise. Original shipping charges cannot be refunded.

- Returned within 60 days of receipt
- Sale items must be returned within 30 days of receipt
- Packed in original packaging with all parts and components
- In new condition with no damage or cut wires
- Lamp shades must be wrapped in their original wrapping
- Include this Return Form in the box
- Please allow up to 30 days for return and refund

## TO RETURN THE ITEM YOU CAN EITHER:

**CONTACT CUSTOMER CARE:** You can contact our Customer Care team at (800) 262-6612 or at [CustomerCare@ShadesofLight.com](mailto:CustomerCare@ShadesofLight.com) to purchase a FedEx return label to use when you drop off your package at your local FedEx shipping location. This service is only available for Continental U.S. shipments and does not include items shipped via Freight Carrier. If you would like FedEx to pick up at your door there is an additional fee of \$6 per box. Please be prepared to provide your order number when you contact Customer Care by phone and include it in all emails.

RETURN SHIPPING	
SMALL BOX	\$9
MEDIUM BOX	\$19
LARGE BOX	\$29
OVERSIZED ITEMS (ADDITIONAL SHIPPING)	SAME AS ORIGINAL SHIPPING
RUGS - ALL SIZES	SAME AS RUG SHIPPING
FREIGHT (TRUCK) SHIPMENTS	SAME AS ORIGINAL SHIPPING

SHIPPING CHARGES – RUGS ONLY	
2' x 3' WIDE RUGS	\$15
2' – 3' WIDE RUGS	\$19
4' – 5' WIDE RUGS	\$29
6' – 7' WIDE RUGS	\$39
8' – 8'5" WIDE RUGS	\$69
8'6" – 10' WIDE RUGS	\$159
11' AND WIDER RUGS	\$179

**USE SHIPPER OF YOUR CHOICE:** You can return your item to us, pre-paid and insured for your protection via the shipper of your choice. Include this Return Form in the box to ensure we can process your return. Please keep in mind that Shades of Light cannot be responsible for any loss or damage when you select this option. **Returns can only be accepted at the following address:**

**Shades of Light**  
**Returns Department**  
**14121 Justice Road**  
**Midlothian, VA 23113**

**FREIGHT (TRUCK) SHIPMENTS:** For items that originally shipped via Freight Carrier please contact Customer Care to assist you in arranging a pickup.

## **DAMAGED/DEFECTIVE MERCHANDISE**

Shades of Light takes great care to ensure we provide quality products that are packaged to reach you safely. Please inspect each item of merchandise carefully upon arrival. If you do receive an item that is damaged or defective, please contact Customer Care within 48 hours at (800) 262-6612 or [CustomerCare@ShadesofLight.com](mailto:CustomerCare@ShadesofLight.com) so we can arrange for a pickup and replacement of the item.

- Please be prepared to provide your order number when you contact Customer Care by phone and include it in all emails
- Do not dispose of broken or damaged items
- Please save all packaging and boxes
- If possible, please include pictures of the item and packaging when emailing Customer Care