

# RETURN GOODS FORM

*Your complete satisfaction is our guarantee.*

To ensure your return is processed without delays please call our Customer Service at (800) 689-7505 to receive your Return Authorization Number (RA#) or email us anytime at [FrontCounter@BuildersLighting.com](mailto:FrontCounter@BuildersLighting.com) and we will get back to you within one business day.

Hours: Monday through Friday 7 a.m. - 5 p.m. PST.

*Please note returns made without an RA# may not be accepted or processed for refunds.*

After you receive your RA# via phone or email, follow these 4 easy steps to ensure proper processing of your return.

- 1. Complete the Return Goods Form** included with your original shipment. Write your RA# on the space provided near the bottom of the address label on the Return Goods Form.
- 2. Prepare the carton for shipping.** Fold completed form and attach it to the outside of the shipping carton with the return shipping address information facing up. All merchandise must be in the original packaging.
- 3. Ship returns via your preferred carrier to the address listed on the return goods form: Builders Lighting 26 South Hanford St. Seattle, WA 98134.** All shipping and return costs are non-refundable. We encourage the use of carriers that provide tracking numbers or proof of delivery receipts as we cannot issue refunds without documentation of receipt and delivery.
- 4. A refund will be issued to your credit card, or credited to your account** once the return is received and processed at our warehouse in its original packaging.

**Our retail stores do not currently accept Web order returns without prior authorization.**

**Special Order products and items that have been customized, converted or installed are not returnable.**

----- CUT HERE AND RETURN BOTTOM PORTION -----

RA# \_\_\_\_\_  
 FULL NAME \_\_\_\_\_  
 ADDRESS \_\_\_\_\_  
 CITY \_\_\_\_\_ STATE \_\_\_\_ ZIP \_\_\_\_\_  
 PHONE \_\_\_\_\_  
 EMAIL \_\_\_\_\_

QTY	PRODUCT ID	TITLE	REASON

Return Reason Codes:

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

FOLD HERE

<b>FROM</b>				<b>RA#</b> _____
	<b>TO: BUILDERSLIGHTING</b> <b>ATTENTION: RETURNS</b> <b>26 SOUTH HANFORD</b> <b>SEATTLE, WA 98134</b>			