

We accept returns within 30 days of receipt

- Requests for returns must be made **WITHIN 15 days** and once RAN issued, items must be returned to our warehouse **WITHIN 15 days**
- All returns subject to **25% restocking fee**
- Shipping/handling charges paid at time of order processing are non-refundable (includes but not limited to expedited, under minimum, and Hawaii/Alaska orders)

**Requests for returns after 30 days will not be accepted.** To qualify for a return, all items must not have been used, installed or modified and be in original boxes with all parts. Custom-made, made-to-order, special order, truck-load size items, volume orders more than \$2000 or large quantity orders (more than 12 pcs. of same product) or items marked as final sale cannot be cancelled, exchanged or returned. All international orders are final sale and cannot be returned or exchanged.

### Return Instructions

Step 1- Request a Return Authorization Number (RAN): Please call 626-279-2658 or email [returns@lbclighting.com](mailto:returns@lbclighting.com) to request for a RAN. Once a RAN is issued, you will have **15 days to ship the items back to our warehouse** (address below). No credit will be issued for unauthorized returns.

Step 2- Fill out RAN form: Please fill out the bottom portion of this form, detach and tape to the box. Please make sure the RAN # is clearly marked on both the form and the box.

Step 3- Package the Item: All products must be packed in new, original and unmarked packaging including any accessories, hardware, manuals, documentation and registration that were originally included with the items. Missing parts/manuals may result in partial refund.

Step 4- Ship the Item: You are responsible for shipping the items back to us via whichever carrier you prefer (Fedex, UPS, USPS, etc.). For your protection, we recommend that you use a traceable and insurable form of mailing for shipment since we are not responsible for any items lost or damaged in transit. Please email us the tracking number for all return shipments to ensure a prompt refund.

Step 5- Get your Refund: Once we receive and inspect all items, you will be refunded on the original credit card used to place the order. You will receive an email confirmation. Please allow 1 or 2 billing cycles for the credit to be reflected on your statement. If you have any questions, please email [customerservice@lbclighting.com](mailto:customerservice@lbclighting.com) or call 626-279-2658.

Updated 28 January 2021

Please complete the form below and put inside the box

Paste this label on top of the box. Use this label to write the RAN

## Returns Form

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

CITY: \_\_\_\_\_

STATE \_\_\_\_\_ ZIP CODE \_\_\_\_\_

PHONE NUMBER: (        ) \_\_\_\_\_

Item #	Item Description	Qty.

Reason for Return (Circle One)

Broken                  Don't Like                  Wrong Item/Color/Finish                  Other

## From

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**LBCLighting**  
**Attn: Internet Returns Team**  
**1762 Tyler Avenue**  
**South El Monte, CA 91733**

RETURN AUTHORIZATION NUMBER