

## Our Return Policy

We stand behind the products we sell. If for any reason you are not satisfied with a purchase, you may return it within 60 days of receipt. Absolutely no returns will be accepted after 60 days. Note that White Glove and Threshold returns must be made within 10 days. Please inspect all products upon delivery. See our website for our complete policies.

## How to Return an Item

- Call us for a Return Merchandise Authorization (RMA) number at 877-704-2425, 7 days a week, 7 am to 4:30 pm (Pacific Time).
- Returns made without a RMA will not be accepted.
- Write the RMA on the address label at the bottom of this form and affix to the outside of the returns box.
- Send your return via FedEx, UPS or USPS and obtain and keep a tracking number for your records. Please note return shipping charges are non-refundable.
- Please Note:
  - Furniture & rug purchases must be shipped back to our warehouse; they cannot be returned to a Lamps Plus store.
  - All items must be returned in original packaging.
  - Sales of some clearance items are final; see individual product pages for details.
  - Sales of customized items, like design-your-own giclée, are final.
  - Some products may include free return shipping. This offer applies only to the lower 48 US states and may exclude the following: freight, clearance, Daily Sale, designs with giclée art shades, Color Plus and Tiffany Color Plus brand items, or certain items with designer shades. Installed products with cut wires or loose crystal will be subject to a \$50 fee.
  - There is a 10% restocking fee assessed on all White Glove and Threshold returns.
  - See our website for information about the following: Canadian and International returns; White Glove, Threshold and Freight item returns.

## How to Return to a Store

- Returns made without a RMA will not be accepted. Follow the instructions above for obtaining a Return Merchandise Authorization number (RMA).
- Bring a copy of your e-mail invoice with you. See [www.LampsPlus.com/stores](http://www.LampsPlus.com/stores) for locations and hours.
- Please Note:
  - Amazon and eBay sourced orders and White Glove and Threshold orders cannot be returned to stores. Please contact us for assistance.
  - All items must be returned in original packaging.
  - Visit our website to view our complete policies.

FROM:

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**TO: Lamps Plus Internet  
26509 Palmetto Ave.  
Redlands, CA 92374**

**Return Merchandise Authorization Number:**