Luminaire Lights: Shipping policy

Last updated: 13 November 2026

This policy explains where Luminaire Lights delivers, how long delivery takes, what it costs and what to do if something goes wrong with a delivery. It applies to every order placed on luminaire-lights.com.

Summary

- Delivery area: United Kingdom only
- Shipping cost: free on all UK orders
- Processing time: 1-2 business days
- Transit time: 5-8 business days
- Total estimated delivery time: 6-10 business days from the day you order
- Order cut-off time: 5:00 PM GMT+0, Monday to Friday

Where we deliver

We deliver to addresses in the United Kingdom only. Our checkout accepts UK delivery addresses and we do not currently deliver to any other country.

Shipping cost

Delivery is free on all UK orders. There is no minimum order value. The shipping cost for your order is shown at checkout before you pay.

Processing time

We prepare and pack each order within 1-2 business days. Business days are Monday to Friday, excluding UK bank holidays.

Our order cut-off time is 5:00 PM GMT+0, Monday to Friday. Orders placed before the cut-off on a business day start processing that day. Orders placed after the cut-off, at the weekend or on a bank holiday start processing on the next business day.

Delivery time

Once your order has been dispatched, it usually arrives within 5-8 business days. In total, you can expect your order within 6-10 business days from the day you order.

Delivery times are estimates and are not guaranteed. Busy periods, bad weather and carrier disruptions can occasionally cause delays. If we become aware of a significant delay to your order, we will let you know.

Carriers

Orders are delivered by third-party carriers. The carrier used for your parcel depends on your delivery address and is shown with your tracking details.

Order tracking

Once your order has been dispatched, its tracking number appears on our Order tracking (https://luminaire-lights.com/track) page. Enter the email address you paid with and the order number from your receipt. Please allow 24 to 72 hours for the carrier's tracking to update after dispatch.

Delivery problems

If your parcel is delayed, missing or arrives damaged, please check your tracking details first. If that does not answer your question, contact us through our Contact us (https://luminaire-lights.com/pages/contact-us) page with your order number and a description of the problem. If the parcel or the lamp is damaged, please include photos.

If your tracking shows the parcel as delivered but you have not received it, please check with neighbours and around your property, then contact us as soon as possible so we can raise it with the carrier.

Lamps damaged in transit are covered by our Return and Refund Policy (https://luminaire-lights.com/policies/refund-policy).

Incorrect addresses and failed deliveries

Please check that your delivery address is correct and complete before you place your order. If you notice a mistake, contact us straight away. We will try to correct it, but we cannot change an address once the order has been dispatched.

If a parcel comes back to us because the address was incorrect, the delivery was refused or the parcel was not collected, we will contact you to arrange redelivery. Any extra shipping cost may be charged to you or deducted from your refund.

Taxes and charges

Any taxes we collect are included in the total shown at checkout before you pay. If a carrier asks you for an additional charge on delivery, please contact us before paying so we can look into it.

Questions

For any question about delivery, contact us through our Contact us (https://luminaire-lights.com/pages/contact-us) page.

Company information

- Store name: Luminaire Lights

- Website: luminaire-lights.com

- Luminaire Lights is operated by SLCollective Limited

- Business registration number: 78238500 (Hong Kong)

- Business address: Unit 2904-05, 29/F Universal Trade Centre, No. 3 Arbuthnot Road, Central, Hong Kong

- Customer service hours: Monday to Friday, 9:00 AM - 5:00 PM (GMT+0)

Our email address and phone number are listed on our Contact information (https://luminaire-lights.com/policies/contact-information) page. We aim to reply to every message within 48 hours.