Luminaire Lights: Terms of service

Last updated: 13 November 2026

These terms apply when you visit luminaire-lights.com or buy from Luminaire Lights. Please read them before you place an order. By using the website or placing an order, you agree to these terms.

Nothing in these terms affects your statutory rights as a consumer.

About us

Luminaire Lights is an online lighting store operated by SLCollective Limited (business registration number 78238500), Unit 2904-05, 29/F Universal Trade Centre, No. 3 Arbuthnot Road, Central, Hong Kong.

Using this website

You must be at least 18 years old to place an order. You agree to use the website lawfully, to give accurate information when you order, and not to interfere with the website or its security.

Products

We take care to describe and photograph our lamps accurately. Colours can look slightly different from one screen to another, and sizes are given as a guide on each product page.

Lighting is an electrical product. Install and use each lamp as its instructions describe. Where a lamp must be wired in, installation should be carried out by a qualified electrician.

Prices and payment

The price of each item is shown on its product page. The total for your order, including any taxes we collect and the shipping cost, is shown at checkout before you pay.

Payments are processed securely by Whop. The payment methods available for your order are shown at checkout. We do not see or store your full card number.

If we find an obvious pricing error after you have ordered, we will contact you and you can choose to continue at the correct price or cancel for a full refund.

Orders

Your order is accepted when your payment has been confirmed, and Whop emails your receipt with your order number.

We may decline or cancel an order, for example if an item is out of stock, if there is a pricing error or if we suspect fraud. If we cancel an order you have paid for, we refund it in full.

Delivery

We deliver to addresses in the United Kingdom only. Delivery is free on all UK orders, and orders

usually arrive within 6-10 business days from the day you order. Full details are in our Shipping policy (https://luminaire-lights.com/policies/shipping-policy).

Returns and refunds

You can ask to return an item within 30 days of the day your order is delivered. Full details, including who pays the return shipping cost and how long refunds take, are in our Return and Refund Policy (https://luminaire-lights.com/policies/refund-policy).

Intellectual property

The text, photographs, designs and logos on this website belong to Luminaire Lights or its licensors. You may not copy or reuse them without our written permission.

Our liability

We do not exclude or limit our liability where it would be unlawful to do so. This includes liability for death or personal injury caused by our negligence, for fraud, and for your statutory rights under the Consumer Rights Act 2015.

Beyond that, we are not responsible for losses that were not foreseeable when you placed your order, or that were not caused by our breach of these terms.

Links to other websites

This website may link to websites that we do not run. We are not responsible for their content or their privacy practices.

Personal information

We handle your personal information as described in our Privacy policy (https://luminaire-lights.com/policies/privacy-policy).

Complaints

If you are unhappy with an order, please contact us first through our Contact us (https://luminaire-lights.com/pages/contact-us) page so that we can put it right. If we cannot resolve your complaint, you can get free advice from Citizens Advice.

Governing law

These terms are governed by the laws of Hong Kong, where SLCollective Limited is registered. If you are a consumer living in the United Kingdom, you keep the protection of the mandatory consumer laws of the UK, and you may bring a claim in the courts of the part of the UK where you live.

Changes to these terms

We may update these terms from time to time. The version on this page when you place your order is the one that applies to that order.

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.