Luminaire Lights: Return and Refund Policy

Last updated: 13 November 2026

This policy explains how returns, refunds, exchanges and cancellations work for orders placed with Luminaire Lights on luminaire-lights.com. Nothing in this policy affects your statutory rights as a consumer.

Summary

- Return window: 30 days from the day your order is delivered
- Change-of-mind returns: you pay the return shipping cost
- Faulty, damaged or incorrect items: we pay the return shipping cost
- Refund time: within 7 days of us receiving and inspecting your return
- Refund method: your original payment method
- Restocking fee: none

30-day return window

You can ask to return an item within 30 days of the day your order is delivered.

This 30-day window is in addition to your legal right to cancel an online order within 14 days of receiving it under the Consumer Contracts Regulations 2013.

Return conditions

For a change-of-mind return, the lamp must be:

- Unused and not installed
- In the same condition you received it
- Returned with every part, accessory, bulb, remote and manual that came with it
- In its original packaging where reasonably possible, and packed securely so it is not damaged on the way back

You may unpack and inspect a lamp as you would in a shop. If an item has been handled more than that, we may reduce the refund to reflect any loss in its value.

Faulty, damaged or incorrect items

If your item arrives faulty or damaged, or is not what you ordered, please contact us within 30 days of delivery with your order number and photos or a short video of the problem.

We pay the return shipping cost and offer you a replacement or a full refund, depending on stock and on what you prefer.

Change-of-mind returns

If you return an item because you changed your mind or ordered the wrong size, colour or style, you pay the return shipping cost.

We recommend a tracked service and keeping your proof of postage, because we cannot refund a return that does not reach us.

Items that cannot be returned

The following cannot be returned unless they are faulty, damaged or incorrect:

- Items that have been installed, used, altered or damaged after delivery

- Items returned without the parts and accessories they came with

- Personalised or made-to-order items

How to start a return

- Send us a request through our Request a return (https://luminaire-lights.com/pages/request-a-return-1) page or our Contact us (https://luminaire-lights.com/pages/contact-us) page. Include your order number, the item you want to return and the reason.

- We reply within 48 hours with return instructions and the return address. Please do not send anything back before you receive them, because items returned without a request may not be accepted.

- Pack the item securely and send it to the address in your return instructions.

Refunds

When your return arrives, we inspect it and email you to confirm whether it has been approved.

Approved refunds are issued to your original payment method within 7 days of us receiving and inspecting your return. Your bank or card provider may take a further 3 to 5 business days to show the refund on your statement.

We do not charge a restocking fee. Refunds are made in the currency you paid in.

Exchanges

If you would like a different size, colour or lamp, please contact us before sending your item back. We will check that the item you want is in stock and explain how to arrange the exchange. Exchanges follow the same conditions as returns.

Cancellations

You can cancel an order free of charge before it has been dispatched by contacting us as soon as possible. Once an order has been dispatched it can no longer be cancelled, and it must be returned by following the steps above.

Your statutory rights

This policy does not affect your statutory rights under the Consumer Rights Act 2015 and the Consumer Contracts Regulations 2013. Goods must be as described, fit for purpose and of satisfactory quality.

Questions

For any question about returns or refunds, 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.