

LED Fixtures (LEDF).

LEDF Delivery & Returns Policy

These terms and conditions apply to any customers placing orders with us and may change without prior notice. This does not affect your statutory rights.

Delivery

LEDF will only deliver goods to the cardholders name and address.

LEDF use recognised national carriers for delivery of all goods.

Whilst every effort is made to ensure goods are dispatched and received on the days specified we shall not be liable for any losses, costs, damages, charges or expenses caused by any delay in delivery of any products.

It is the responsibility of the person ordering the goods to be available to sign for them at the time of delivery or, in their absence, an authorised person.

The purchaser must take full responsibility for the goods once they have been delivered and signed for.

Before any goods are signed for it is important that they are checked for missing parts or have any signs of damage.

In the event goods are signed for unchecked or you suspect they may have been damaged or tampered with during transit this should be noted on the carriers delivery documentation at the time of signing.

LEDF reserve the right not to deliver certain items to certain areas due to their size/delicate nature. Please note, we do not send products outside of the UK, unless under special request, or to BFPO addresses, Eire included.

The majority of our deliveries are made within 3-7 working days but please allow up to 14 working days, pending stock levels.

Same Day/Next Day/Express delivery (24hr /48hr)

3-5 Day delivery (72hr-120hr)

Saturday deliveries are available and are charged at an additional costs to standard delivery, please phone for availability

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Damaged / incorrect goods

In the unlikely event that goods are incorrect, faulty or damaged **LEDF** must be informed within 3 working days. This will enable us to rectify the problem immediately.

The original specified goods or replacements item will be delivered at our earliest convenience or alternatively if required a full refund will be offered.

All product packaging must be retained for inspection. Goods will be collected and refunded or replaced within 14 working days.

If goods are returned under this clause are found to be perfect and in good working order, these will be returned to you and an administration fee will be charged along with the cost of carriage. This does not affect your statutory rights.

LEDF will not accept any liability of goods lost in transit unless notified within 3 days from the expected delivery date

Returns policy

If you feel you have a faulty product please contact us in first instance on 02084326421.

Notice must be given within 7 days of delivery date.

On a valid return request we will issue you with an RMA number (Return Merchandise Authorisation number) all goods to be returned must have an RMA number.

On notification of this RMA number we will arrange for an appropriate date for our couriers to collect the product. All returns must be received within 14 days of the RMA issue date.

Returned items must be in original packaging, with all original packing materials, and any other cables & accessories, however small including any documentation provided by the manufacturer.

Please ensure the return has your RMA number clearly marked on both the inside and outside of the package, next to our address before collection by our courier.

RMA's are issued for specific products only.

Any product returned found to be modified, altered, tampered with or not to be defective will incur a £35 + VAT testing charge plus return delivery costs. This will be charged to the credit or debit card used on your order and must be paid before the product is returned to you.

Should you wish to return unused goods, these must be returned with undamaged packaging and a 45% restocking fee will apply.

All unused returned goods must be in a saleable condition.

No refund of ordered goods can be made for any bespoke or custom items that are specifically manufactured for the customer without our authorisation.