



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.

We're sorry, but Lamps Plus Open Box orders cannot be returned to our Lamps Plus store locations. Open Box returns must obtain a Return Merchandise Authorization (RMA) as outlined below and be returned by mail to our warehouse. See our website for our complete policies.

How to Return an Item

- Call us for a Return Merchandise Authorization (RMA) number at 877-233-7094, Monday thru Saturday, 7 am to 4:30 pm (Pacific Time). Closed Sundays.
- 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:
 - All items must be returned in original packaging.
 - Sales of some clearance items and personalized create-your-own Giclée items are final.
 - 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: White Glove, Threshold and Freight item returns.

FROM:

**TO: Lamps Plus Open Box Returns
26509 Palmetto Ave.
Redlands, CA 92374**

Return Merchandise Authorization Number:
