

Switch Lighting Goods Return Authorisation (GRA) Process

- Download GRA form from the online Switch Library: <http://www.switch-lighting.co.nz/library>
 - Complete GRA form – ensuring you select the appropriate return reason.
 - Email completed form to Switch Lighting: returns@switch-lighting.co.nz
 - A Switch Lighting staff member will contact you by return email to issue your GRA number.
 - Return your goods by courier or drop off with the GRA form attached with GRA number provided by Switch Lighting noted on the form.
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- All returns must include a completed GRA form.
 - Any return that does not include a completed GRA form will be returned to the sender.
 - Please note credits cannot be issued for shipping costs or merchandise purposefully damaged.
 - Items must be received at the Switch Lighting warehouse for credit to be processed.
 - We recommend shipping your return products via a tracking courier. We will not reimburse any related shipping charges for returns.
 - All returns are subject to a 20% restocking fee unless faulty or an arrangement is made by mutual agreement with Switch Lighting Ltd.

Goods Not Required

- 20% restocking fee incurred on all goods not required returned product. If the product is in unsellable condition no credit will be provided.
- Returned merchandise must be in the original packaging and in resalable condition.
- If the incorrect product has been ordered and a rework is requested, this will be at the discretion of Switch Lighting and will be charged accordingly.

Warranty Returns

- If goods returned under warranty are proven faulty, we will either repair and return, provide a replacement free of charge or provide credit.
- Product found not faulty by Switch Lighting will be returned to sender
- Product found faulty due to incorrect installation or other damage incurred will not be covered under warranty.

***Terms & Conditions of Return:** Acceptance of Good returns is at the discretion of Switch Lighting,*

The return of Goods custom manufactured to the Customer's order can only be returned at Switch Lighting's discretion. A handling fee of 20% of the invoiced price of the Goods returned will be charged to the Customer. The invoice number and delivery date of Goods returned must be supplied to Switch Lighting at the time of their return. All goods are to be returned at the Customer's expense to Switch Lighting at 107 Bolt Road, Annesbrook, Nelson 7011.