

Thank you for shopping with us!

With your new lighting product in hand, you are now one step closer to brighter times. We are incredibly proud that you gave us the confidence to help you light up your home.

Do you want to inspire, tell others or tell us which product you bought and were happy with?



PAYMENT

If you have opted for "buy now, pay later" or invoice, please contact PayPal on PayPal.co.uk. Here you will also find FAQs.

Not what you thought?

No worries, you have 14 days to return the product. Please follow the instructions below:

1. Make sure the product is well protected in its box. The product will need to be returned in the same condition as when you received it; unused, with all labels intact and packed in its original box.
2. Contact our customer service at info@konstsmide.co.uk and mention your order number
3. Please fill in the return label and place it together with the item in the box.
4. Arrange for the return to be collected or drop it off at your local drop-off point.
5. For orders where you have changed your mind, please arrange your own return to Konstsmide. Confirm the correct address is labeled on your return slip as "Konstsmide (UK) Ltd. Hardwick View Road, Holmewood, Chesterfield, Derbyshire. S42 5SA". Make sure the return slip is attached to the outerbox and not the original package.

Once we have received and approved your return, we will refund you within 14 days.

Requesting a change?

Do you want to change to another product, colour or length? Do the following:

1. Place a new order for the product you wish to change to at www.konstsmide.co.uk
2. Then return the product according to the steps above. Your exchange will be treated as a new order and your returned product will be treated as a return.

For any queries, please do not hesitate to contact our customer service at info@konstsmide.co.uk or visit our website www.konstsmide.co.uk

QUANTITY	ERROR CODE	ITEM NUMBER	ITEM NAME	WHAT HAS HAPPENED?
				1. Broken
				2. Defected
				3. No light
				4. Wrong setting
				5. Missing items
				6. Wrong product
				7. Damaged box
				8. Changed my mind

Order number	
Name	
Address	
Phone number	
Email	