



We want you to be a happy member of the Lumenplay® family. If you are not satisfied with your Lumenplay® products purchased directly from the Lumenplay® e-commerce website, you can request a return for products purchased within a 30-day period, following the date of shipment by Lumenplay®.

### **RETURNS CAN BE COMPLETED IN 3 EASY STEPS**

1. Write to us at [returns@lumenplay.com](mailto:returns@lumenplay.com) and provide a brief reason why you would like to return your Lumenplay® product.
2. Complete the form below and enclose it with the items you're sending back, along with your proof of purchase.
3. Mail your package to:

Lumenplay Returns  
3601 La Grange Parkway  
Toano, VA 23168

### **PRODUCTS RETURNED IN ORIGINAL CONDITION WILL BE REFUNDED IN FULL**

If the Products are returned in original condition and in the original packaging in accordance with our Return policy, and if you agree to pay the return shipping fee, we will exchange it or offer a refund equivalent to the purchase price paid. The refund will be made by crediting the account used to make the original purchase.

### **PRODUCTS RETURNED IN USED CONDITION WILL BE SUBJECT TO A 15% RESTOCKING FEE**

If the Products are returned in the original packaging but the product or packaging is slightly used or damaged, and you agree to pay the return shipping fee, you will be charged a 15% restocking fee. The refund, minus the 15% restocking fee, will be made by crediting the account used to make the original purchase.

<b>Name:</b>
<b>Address:</b>
<b>City/State/Zip:</b>
<b>Order Date:</b>
<b>Email:</b>
<b>Phone Number:</b>
<b>Credit Card Information For Refund:</b>
<b>Credit Card #:</b>
<b>Expiration Date:</b>