



NORBURN

LIGHTING & BATH CENTRE

Norburn Lighting and Bath Centre strives to provide customers with the best customer experience in store, and online, and works to provide a hassle-free return policy.

Products may be returned under the following conditions:

- Within 90 days from purchase
- Not installed (no cut wires)
- Original packaging
- Resalable condition / no missing parts

Returns must be approved and may be subject to a restocking fee, up to 50%. We cannot accept returns on products marked 'Final Sale.' Custom orders are considered Final Sale and are non-refundable.

Returning Online Orders

If your return satisfies the above requirements, please email sales@norburn.com to obtain approval for return. You can return items in store to our Burnaby showroom, or ship return, however shipping costs must be covered by customer and a tracking number must be provided to sales@norburn.com. The customer is responsible for the returned merchandise until it is received by our warehouse staff.

Once a return is reviewed and approved, a refund will be issued at the original price.

Defective / Damaged Product:

Items received as damaged or defective, along with other discrepancies, such as missing parts, must be reported to sales@norburn.com or to the branch within 14 days after purchase.

Many of our vendors have help phone lines you can call where they will help troubleshoot any issues you are facing and determine if the product should be replaced. Our branch can test the product in-store as well if needed.