



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
- Not installed (no cut wires)
- Original packaging
- Resalable condition / no missing parts

* Returns must be approved and may be subject to a restocking fee

* We cannot accept returns on products marked Final Sale

* Custom orders 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, must be reported to sales@norburn.com or our branch within 10 days after purchase.