



RETURNS POLICY

For any goods unwanted as a result of an ordering error, customer cancellation or simply not required, it is the obligation of the customer to report this to the Customer Services team at Harrison & Clough within 3 days of delivery. If reported within the 3 days, Customer Services will arrange collection and a handling charge will be applied at 25% of the order value, or a £10 minimum fee, whichever is the higher.

For order shortages, or where an incorrect item has been delivered in error, the collection of unwanted goods will be free of charge if reported to Customer Services within 3 days of delivery. If greater than 3 days, a handling charge will be applied.

Returns will not be accepted if the returning goods are not fit for resale, and/or labels have been applied to packaging. In these instances, there will be no credit issued and return carriage will be charged against your next order.

Collection will be through one of our third-party carrier partners or alternatively via H&C's own vans. Please liaise with Customer Services before attempting to return any stock, for whatever reason it is being returned. Failure to do so will automatically cancel your rights to a credit.

Provision of a next day delivery service is on a best intention basis. We ask you to wait 24 hours before ordering replacement goods in order for Customer Services to investigate and remedy the original shipment. If you should wish to order replacements within 24 hours and then the original shipment is subsequently delivered, any unwanted goods can be returned but will be subject to a handling charge (see above).

Customers must take care when signing for their deliveries. It is the responsibility of the customer to count number of cartons/pallets in their delivery and to ensure any identified shortage is recorded by the driver on the relevant paperwork or PDA screen. Shortages identified subsequently, and not recorded by the driver, will not be credited.

In the event that goods arrive at the customer's premises in a damaged state, it is the obligation of the customer to report this to Customer Services within 3 days of the delivery. The customer is required to send a photo of the damaged goods to Customer Services on the day of delivery, and furthermore, ensure that they acknowledge the goods as damaged when signing the driver's delivery note/PDA handset. Failure to report within the 3-day period, and/or ignoring the stated requirements, will surrender all rights to a credit.

If a customer identifies an error in pricing, it is their obligation to report this to Customer Services within 10 days from the invoice date. Credits will not be issued if an error is notified after this 10-day period. A minimum order charge of £50 applies to all free of charge deliveries unless otherwise agreed with your sales representative. Customers are able to receive deliveries under this value but will be charged a £10 carriage fee.

Back orders that are confirmed by the customer at the point of order will be shipped and invoiced when the stock becomes available. Credits will not be issued for unwanted stock without prior notification.