

# Returns

We want you to be entirely satisfied with every purchase made from Harcon Supplies as we aim to offer you excellent quality, value and service at all times. Your order will be dispatched complete with an invoice marked paid. This is your proof of payment and guarantee.

If you wish to return an item for exchange or no longer want the item, you must contact us within 30 days of receipt of the item for a returns form that must be included with the returned item along with the original packaging.

## **Returning Items**

Customers should arrange their own courier.

If you require us to arrange courier, we can do so at a cost of £15 per parcel for Mainland UK or £24.95 per parcel for Northern Ireland, Highlands, Channel & Offshore Islands.

After we have established that the item is unused and undamaged, you will be refunded the entire sales price excluding the original cost of delivery, and if applicable, the cost of the returns service.

## **Free Carriage**

Where you have received free carriage, it is because we have subsidised the original cost of delivery to you and given you free delivery. In this case, the actual cost of delivery will be excluded from the refunded amount (see charges on our delivery page).

## **Exchanges**

Where you wish to exchange an item for a different size or a similar product, an additional delivery charge will be applicable in order for us to deliver the new item to you (see charges on our delivery page).

## **Administration Charges**

If an item exchange or refund becomes time consuming, an additional administration charge will be applicable at a cost of 10 - 40% of the item cost, depending on how time consuming this is. Examples of this include exchanges on more than one occasion or the time taken to sort payment disputes on PayPal.

## **Exclusions**

Bespoke, specials, altered or personalised products are excluded from this policy.

All sale and clearance items are non-refundable.

All rescue and safety PPE are non-refundable due to safety reasons.

## **Returns address**

Harcon Services Limited, 108 Manchester Road, Carrington, Manchester. M31 4BD

## **Distance Selling Regulations**

You have a right to cancel your order within 30 working days following the date of delivery for any unused items purchased on our site under the distance selling regulations for a refund.

This does not apply to any personalised items and does not include a refund of carriage charges as outlined in the returns policy.

# Returns Form

If you receive a damaged or defective item or if we ship the wrong item, we will be happy to exchange if for you. If you wish to exchange an item, please return the goods to the address shown below. An additional cost will apply for the item/s to be redelivered to yourselves.

If you wish to return the products for a full refund, then Harcon Services will gladly refund your money (minus shipping) within 5-7working days.

**\* We highly recommend that you send your return via UPS, Fed Ex or insured UK mail. Items sent but not received by Harcon Services will NOT receive credit for the return \***

**Please complete the form below and send to:-**

**Returns Department**  
 Harcon Services Limited  
 108 Manchester Road  
 Carrington  
 Manchester  
 M31 4BD

If you have any questions or concerns, email at: sales@harconservices.co.uk or call 0161 777 4230

**Customer Name:** ..... **Order Number:** .....

**Email Address:** .....

**Mailing Address:** .....

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**Daytime Phone:** ..... **Evening Phone:** .....

**Reason for return / exchange**

Item Number	Description	Colour	Size	Price

**Items to be received (or exchange)** **Total return credit:** £

**Tick one of the following:** ( ) Visa ( ) Mastercard ( ) American Express ( ) Cheque

**Credit Card number:** ..... **Expiry Date:** .....

**Name on card:** ..... **Signature:** .....

**Credit card information is required for all exchanges.**