



Harrison Bathrooms Returns Policy

No returns requests will be actioned without the below process being followed and no retrospective credits will be issued without email proof of the process being followed.

For any outstanding invoices with queries or awaiting credits, please pay your outstanding balance as normal (in certain instances we will accept payment minus the value of said query or credit but this needs to be agreed with credit control). This will then be balanced when the queries / credits have been resolved.

UNWANTED GOODS RETURNS WITHIN 2 DAYS FROM DELIVERY.

If customers want to return their products due to cancellation, incorrect ordering or if there is an error on the delivery, a fully completed returns form must be emailed though to **returns@harrisonbathrooms.com** within 2 working days from receipt of your order. We will then begin the return process to collect the items, only goods which are unopened in their original packaging are eligible for this process. We will require imagery to be sent with the returns form to make sure the products are still in resale-able condition.

All goods between 2 working days and 28 working days from delivery will incur a 30% restocking charge, unless the collection is from an area within our MOQ zones where a collection charge will be applied. This only applies to stock that is within our current ranges.

Returns Process Details for the above

- On receipt of a fully completed returns form the collection will be scheduled for collection, missing information such as invoice numbers will delay this process or the return may not be actioned.
- Our driver will bring the returns note and will collect **only** the goods which are listed on the returns form.
- The items will be returned to our warehouse where they are inspected to ensure they are fit for resale, are in their original packaging and are not opened.
- If goods are found to be not fit for resale, images will be taken and someone from the returns department will contact you to discuss the return.
- The completed form is sent to our accounts department for credit.

Goods returned without prior cancellation

If customers choose to refuse delivery of any items without prior cancellation a 30% restocking charge will be applicable, MOQ zones will have the cost of the failed delivery applied.

Cancellation of orders must be emailed in to sales@harrisonbathrooms.com



GOODS RETURNS FOR ITEMS DAMAGED IN TRANSIT.

Our Terms and Conditions allow a 24hr period for us to be informed of transit damage. To inform us of this and arrange a collection please complete the returns form and send to **customerservices@harrisonbathrooms.com** **please note this must be done within the 24 hour period for a return to be accepted.**

Returns Process Details for the above

- On receipt of a returns form the collection will be scheduled for collection, missing information such as invoice numbers will delay this process or may mean it is not actioned.
- Our driver will bring the returns note with them and will collect only the goods which are listed on the returns form.
- We will require imagery of the damage to be sent with the returns form to assess the damage.
- The items will be returned to our warehouse where they are inspected to ensure they are in their original packaging and have not been fit, or any parts taken.
- If goods are found to have had parts removed, or been fitted, images will be taken and someone from the returns department will contact you to discuss the return. We reserve the right to not issue any credit under these circumstances.
- Genuine claims for transit damage will be passed to the accounts department for credit.

RETURNING FAULTY GOODS, AFTER CONTACTING CUSTOMER SERVICE / SPARES DEPARTMENT

We have a huge selection of spare parts which can be dispatched quickly by calling us on 0330 124 7290 or by emailing us on spares@harrisonbathrooms.com. We reserve the right to have the opportunity to discuss all technical or product matters to find a solution before an item is returned to us or uninstalled.

If we are unable to solve the issue, our customer service teams will raise a return for you, clearly marking the form as faulty so that we can quickly collect and credit the item. We may call you to discuss disposal of the item if it is more economical and quicker than returning the item.

Please do not send in a request for a faulty item without having spoken to a member of our customer services team. We will refuse to collect items marked as faulty unless authorised by our customer services team.



**ORDER CUT-OFF
TIME 3PM**

