

Returns Policy

Terms & Conditions

- All return requests must be notified within 90 days of the goods being despatched from Hargreaves Foundry Drainage (HFD). All damaged items must be notified to HFD within 24 hours of receipt of goods.
- All returns must be authorised by the Sales Office and our returns reference number clearly displayed on package.
- HFD reserve the right to inspect the goods prior to any agreement to return.
- It is the responsibility of the customer to arrange and pay the cost of returning the goods to **Hargreaves Foundry Drainage Warehouse, Waterside, Halifax, HX3 9FR**
- Return of damaged items may be arranged by HFD at our discretion.
- All items must be returned in a saleable condition and securely packaged/palletised.
- If for any reason the goods are received back damaged, HFD reserve the right to charge extra for any remedial work or to have the item scrapped without refunding. The cost of remedial work will be advised prior to being carried out. The customer will be given the option to take the returned goods back at their expense if desired.
- Credits will be raised once the goods have been returned and inspected.
- The original carriage charge is non-refundable.

Non-returnable items

- ❖ Any bespoke items or specially painted RAL coloured items
- ❖ BS EN 877 Halifax Soil & Drain Systems
- ❖ Returns requested after 90 days from delivery

Restocking Charges

<u>Range</u>	<u>Restocking</u>	<u>Fee</u>
Premier Rainwater (Primed)	pages 10-53	25%
Premier Extra Rainwater (Painted Black)	pages 10-53	35%
Premier LCC Soil	pages 54-65	25%
Traditional Express Soil System	pages 66-73	35%
Mech 416 Soil System	pages 74-85	35%
Halifax Soil	non returnable	-
Halifax Drain	non returnable	-
Bespoke & RAL painted	non returnable	-