
Goods Return Form

Core Hardware Limited offers a genuine 90-day no-quibble returns policy and gladly accepts returns for a refund, regardless of the reason. However, please note the following:

- Refunds will only be processed if the returned goods are **UNUSED** and in the **ORIGINAL** packaging. These items must be fit for resale.
- Goods that have been fitted, used, or are incomplete cannot be accepted for return. If this applies to your situation, please contact us before returning your goods. We are here to assist you in any way possible.
- When returning goods, ensure they are in suitable outer packaging. Items sent back in unsaleable condition due to the product box being written on, taped, or otherwise damaged cannot be resold and will not be refunded.



If you return used or incomplete items, a refund will NOT be provided, and you will be liable for the return carriage cost of sending the goods back to you. Carriage costs are not refundable.

IMPORTANT

If items are returned without individual protective packaging, they may move around inside the box during transit, resulting in damage to the finished surfaces and making the products unusable. Example:



If goods are returned damaged, we will have no choice but to dispose of them, and **no refund will be issued.**

Please include this form with your returned items so we can identify the sender upon receipt.



Core Hardware Limited t/a Simply Door Handles
Unit 29 The Ringway
Beck Road,
Huddersfield, West Yorkshire, HD1 5DG
Tel: (01484) 42 60 42

Your Details.

Name
Address
.....
.....
Post Code
Telephone No.
Order number
Daytime contact number
Reason for return
Item(s) returned
.....
.....
.....

Please note the following.

You are responsible for returning any item to us, so it is advisable to use a traceable method of postage such as a Royal Mail signed for service. Heavier items should be sent by courier (www.parcel2go.com offers a service for around £4.50 to £7.50).

We will credit your payment card account within 14 working days of receipt of the returned product.

Alternatively, where large expensive items are involved, we can arrange for redelivery (if required) and collection of the unwanted items at the same time for £17.50. This is a next-working-day courier service.