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## Goods Return Form

Core Hardware Limited operates a **genuine 90 day no quibble** returns policy, we are more than happy to accept goods for return and refund regardless of reason. However, based on experience we must point out the following.

Refunds will only be processed provided that the goods returned are **UNUSED** and in their **ORIGINAL** packaging. **These items must be fit for resale.** Goods that have been fitted and used or are incomplete cannot be accepted for return. If this is not the case please contact us before returning your goods, we do want to help and assist you in any way possible.

When returning goods, it is imperative that the items are returned in suitable outer-packaging, any items sent back that are unsaleable due the product box being written on or taped etc. 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.

**\*\*\*IT IS IMPERATIVE THAT ANY ITEM(S) SENT BACK ARE PACKAGED IN THE SAME LAYOUT AS RECEIVED, ANY FINISHED METAL PARTS THAT ARE TOUCHING EACH OTHER WILL BECOME DAMAGED IN TRANSIT. FOR EXAMPLE, DO NOT PACK ONE DOOR HANDLE ONTOP OF THE OTHER HALF SET IN THE SAME BOX, THEY SHOULD BE SIDE BY SIDE WITHOUT BEING IN CONTACT WITH ON ANOTHER\*\*\***



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

Please enclose this form with your returned goods in order for us to identify the sender upon receipt.

**Your Details.**

Name .....

Address .....

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Post Code .....

Telephone No. ....

Order number .....

Daytime contact number .....

Reason for return .....

Item(s) returned .....

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**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](http://www.parcel2go.com) offer a service for around £4.50 to £7.50).

We will credit your payment card account within 14 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 at a



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cost of £15.00. This is a next working day courier service.