

Returns Policy

Thank you for your order. We hope that you will be pleased with your goods.

Please check your order against the delivery note & should there be any discrepancies please call us on 01253 852298.

If you purchased goods directly from us and for any reason you wish to return any item from this parcel please do so within 14 days, enclosing the Return Slip at the bottom of this page. Alternatively please enclose a copy of the Delivery Note or Invoice, clearly stating the reason for return and whether you require a refund or exchange.

If goods were purchased by a third party, please check their Returns Policy to determine what your options are.

IMPORTANT:

Goods must be returned in a clean and as good as new condition or a charge will be made.

This charge will vary according to the general condition and extent of damage or soiling to the goods concerned.

Please make sure the goods are securely wrapped & send to the address below.

All Postal charges are at the cost of the customer. We strongly recommend that you obtain a free certificate of postage from the Post Office as you are responsible for your parcel until it has been received into our office.

Unfortunately, items lost in transit will not be treated as returned if there is no proof of postage. All goods remain the sole property of the Supplier until payment has been made in full.

Faulty Items

In the unlikely event of a faulty item, we will refund any postage and ensure you are reimbursed for standard return postage on the item.

NB. We cannot accept an item returned as faulty if the appropriate product care instructions have not been followed and the damage caused to the product is clearly due to wear and tear or misuse.

Refunds

Once your returned goods are received, inspected and approved by our Quality Control you will be invoiced for the initial carriage cost only.

This is necessary to offset the cost of the high volume of goods offered for assessment and allows us to continue to offer the benefit of a 14 day trial service whilst keeping prices at a minimum for everyone.

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Crelling Harnesses Ltd.
12 Crescent East
Thornton Cleveleys
Lancashire
FY5 3LJ

Postage
Required

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Date of Return:

Items Returned:

Our Ref:

Name:

Reason for Return:

Address:

Daytime Telephone No:

Please select action:-

Exchange

Refund