



HERBERT DIRECT RETURNS FORM

Please complete and return with the goods.

Account number: _____

Company name: _____

Email: _____

Telephone: _____

Contact name: _____

Invoice no: _____

Items to be returned: _____

Reason for return:

- Faulty
- Ordered incorrectly
- No longer required
- Incorrect item delivered

RETURNS DEPARTMENT
HERBERT DIRECT LTD
UNIT 18 LAWSON HUNT INDUSTRIAL PARK
BROADBRIDGE HEATH
HORSHAM
RH12 3JR

PLEASE ATTACH TO BOX

Herbert Direct Ltd returns policy

We make every effort to ensure that you will never need to return anything to us. However, should you need to do so please select from the options below for information on how to return your item.

How do I return a faulty/damaged item?

Please email orders@herbertdirect.co.uk to register your concern. We will contact you to discuss the issue. We may request a photograph of the damaged item, which you can email to the same address.

Can I return an item that has been ordered incorrectly or is no longer required?

Yes, if it meets the following criteria:

- Item is in a resaleable condition
- Item was supplied within the last 28 days
- Item is in its original packaging, has its original internal packing and none of the fittings packs have been opened
- It is not a special order/bespoke item

Please email orders@herbertdirect.co.uk to request a Returns Form.

What do I do if an item develops a fault after 28 days?

Please contact our offices on 01403 261082 or email orders@herbertdirect.co.uk and a member of our team will advise.

Is there a charge to return an item?

If the item is NOT faulty then the carriage will need to be arranged and paid for by you. Please return to the address on page 2 of this document.

If the item is faulty the return of the goods will be arranged by Herbert Direct at our cost.

Please ensure that the return address label is securely attached to the outside of the box. Please ensure that the returns form is enclosed with the goods. Failure to send the returns form will delay any refund/credit. Any refund/credit cannot be processed without the returns form which can be emailed to orders@herbertdirect.co.uk.

Please note: Herbert Direct reserve the right to charge up to a maximum of 20% re-stocking fee on top of the carriage charge for any items ordered incorrectly or no longer required.