ARCHITECTURAL HARDWARE

THE PERFECT BALANCE OF FORM AND FUNCTION

Returns, Credits & Exchanges Policy

halliday baillie

RETURNS FOR CREDIT

A request to return goods for credit should be made within 21 days of delivery.

Acceptance of a return is subject to the conditions below.

- Goods must be in first-grade, resaleable condition.
- Goods must be returned in their original packaging.
- Goods must not have been installed or otherwise used.
- Stocked items may be accepted for return, subject to the conditions of this policy.
- Indent or special-order items sourced specifically for the customer are not returnable where the customer was advised that the goods were being specially ordered.

RETURNS OUTSIDE 21 DAYS

Returns outside the 21-day period are not normally accepted.

Halliday + Baillie may, at its discretion, accept selected products that are regularly stocked and readily resaleable. Where an out-of-period return is approved, a 20% restocking fee applies.

RETURN AUTHORISATION AND TIMING

All returns must be authorised by Halliday + Baillie before goods are sent back.

Once approved, a Goods Return Authorisation (GRA) will be issued.

- Confirm the items being returned and the reason for return.
- Obtain approval and a GRA before sending the goods.
- Return the authorised goods within 10 business days of the return approval. Package goods carefully so they remain in first-grade condition while in transit. Halliday + Baillie will inspect the goods after receipt before issuing any credit or refund.
- If authorised goods are not returned within the stated period, the return authorisation may be cancelled.

CREDITS AND REFUNDS

Once returned goods have been received and confirmed as meeting the applicable return conditions, Halliday + Baillie will issue a credit note for the approved value less any applicable restocking fee. Freight charges are excluded from the credit.

The resulting credit may remain on the customer’s account for future purchases. Where a refund is agreed, the customer will be asked to provide the banking information required to process the payment.



EXCHANGES/SWAPS

Customers may request to exchange goods for alternative Halliday + Baillie products. Goods being exchanged must be in first-grade, resaleable condition, in their original packaging and uninstalled.

- Halliday + Baillie will first confirm the goods being returned and the replacement goods required.
- Replacement stock may be placed on hold or ordered, depending on availability.
- Replacement goods will not be dispatched until the original goods have been received back and confirmed as resaleable.
- The returned goods will be credited against the original invoice and a new invoice raised for the replacement goods.
- If the replacement goods cost more, the customer will be invoiced for the difference. If they cost less, the balance will be held as a credit or may be refunded where agreed.
- Freight charges may apply to the replacement shipment.

FAULTY GOODS

Where goods are reported as faulty, Halliday + Baillie will assess the issue to determine whether it is a mechanical or product fault rather than damage arising from misuse. Fault-related returns will be managed separately from a change-of-mind return once the issue has been assessed.

GOODS SUPPLIED IN ERROR BY HALLIDAY + BAILLIE

If Halliday + Baillie has dispatched incorrect goods, we will coordinate the return process with the customer. The customer will be asked to repack the goods carefully and provide the collection address, contact details and parcel information required for collection.

- Halliday + Baillie will arrange the return label and collection.
- The customer must keep the goods in saleable condition and make them available for collection.

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