

Procedure for Returning Goods

Returning Goods for Credit

- Goods supplied in accordance with the Customer's order can only be returned with express approval of the Company.
- Requests to return Goods must be submitted within 10 days from date of supply and the original invoice number must be quoted.
- Where Goods are accepted for credit they must be delivered at the Customer's expense into the Company's store from where they were purchased in original condition and packaging.
- We reserve the right to levy a restocking fee against any returns they may agree to accept. Such fees may be up to 15% of the invoice price and levied at the Company's absolute discretion.
- Goods specifically imported, procured or manufactured on behalf of the Customer can only be returned on such terms and conditions as the Company may agree. Those Goods procured to special order are not returnable unless with the approval of the Company in writing.

Returning Goods with No Labour Claim

- Merchant has faulty product and firstly identifies the product is Hallmark Industries with the  brand on product.
- Merchant phones Hallmark Industries Representative to arrange for the faulty product to be either picked up or sent to Hallmark for inspection.
- Hallmark Industries will investigate into matter further to see if there has been a manufacturing fault and a decision can then be made on replacement of the fitting.

Returned Goods with Labour and or Damage Claim

- Merchant receives advise from customer that product is faulty and has been identified with the Hallmark Industries  brand. The customer confirms if there will be a claim for additional labour and or damage costs relating to the faulty product.
- Please arrange for replacement of faulty product to plumber ASAP.
- Please hold onto faulty product for further investigation.
- Merchant to contact Hallmark Industries representative ASAP for further instructions if needed.
- Please fill out Hallmark Industries "Product Return Form" with all details of incident and return to Hallmark Industries representative with product, photos and anything else relevant to help in the investigation process.
- Hallmark Industries will carry out an investigation into the product failure promptly and advise the merchant on the outcome of the investigation.

Goods Supplied in Error

- Merchant receives consignment of goods from Hallmark Industries, and finds some goods are supplied in error.
- Merchant advises Hallmark Industries of the error made.
- Hallmark Industries will send the replacement goods with a courier ticket to the merchant who will return goods sent in error.
- Hallmark will inspect the returned goods and depending on findings will pass a credit where required.