

Hoffmann Group UK endeavour to ensure all products you receive meet our high-quality standards.

Our returns are quick, simple and paperless, all you need to do is complete the details in the link provided so that we can arrange a collection for you at our earliest convenience, once processed a member of the team will contact you to confirm your return.

Should you need to return purchased items please [Click here](#) to request a return.

All items will be returned back to:
Hoffmann UK Quality Tools Ltd
Plume Street
Birmingham
B6 7RU

We will provide you with a shipping label once your return has been accepted. Please place all items into the box in their original, undamaged packaging, in a resalable condition and attach the shipping label to the outside of the box. Products must be returned within 28 days of receipt. We will update you once we receive the items and your return has been processed, your return will be checked and a refund/credit will be processed against your original payment method within 10 working days.

Products will only be accepted if they meet the following criteria:

- Received back to us in their original, undamaged, unused and not defaced packaging
- Products must be returned with all the original instructions, manuals, calibration and/or manufacturing certificates and any accessories indicated on the packaging.
- In a resalable condition
- A standard stocked catalogue items
- For damages we must be notified within 48 hours
- Products must be returned back to us within 28 days of receipt
- Do not begin with L, G or Z

If the products you received are damaged or items are missing (including incomplete sets), the return will be accepted.

If the products received are not the products you ordered, or are different from the ones requested, the return will be accepted.

Incomplete tools and/or damaged packages will not be accepted or refunded. Non-catalogue products, unless damaged or faulty cannot be returned.

Unfortunately, we will not be able to accept returns/credit the product if items have been used or installed. ***Please note custom-made items and/or items with codes starting with G, L and Z cannot be returned.***

If you placed your order incorrectly and/or would like to return it, please note a 20% or minimum £20 return fee may apply.

For bulky items over 30kg and/or over 1 metre in length, carriage will be charged for the return at cost. Our team will inform you of the shipping charge once your return has been accepted.

RETURNS POLICY



Once the products have been received in our warehouse, the condition will be assessed before confirmation of acceptance and a credit note/refund processed.

If you have any questions or require any further information, please don't hesitate to contact us via email at sales-uk@hoffmann-group.com or by phone on 0121 716 4301