

Dear customer,

Hoffmann Group UK endeavour to ensure all products you receive meet our high-quality standards. However, should you need to return purchased items please complete the attached return form and send it together with the products to Hoffmann Group UK:

Hoffmann UK Quality Tools Ltd
Plume Street
Birmingham
B6 7RU

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

- Received in their original, undamaged and not defaced packaging
- Are unused
- In a resalable condition
- Are standard stocked catalogue items
- We are notified of the return within 48 hours
- Products must be returned within 28 days of receipt
- Includes a goods return form (available from our customer service team)

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 your 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.

Products must be returned with all the original instructions, manuals, calibration and/or manufacturing certificates and any accessories indicated on the packaging. Unfortunately, we will not be able to accept returns/credit the product if items have been used or installed.

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

Once the products have been received in our warehouse, their 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.

Kind Regards,

Hoffmann Group UK