

Hatton & Harding | Returns Policy 2024

Returns for Small Items

e.g. cushions and small accessories

If you're not happy with your purchase, please follow these steps:

1. E-mail info@hattonandharding.com within 14 days of delivery and include your sales order number and the reason for your return.
2. Put your parcel back in the post wrapped as securely as possible. We recommend a recorded mail service that's happy to handle packages of all sizes.
3. Once received, we'll refund you in full. Please note we do not cover the cost of posting back the item unless your item is damaged.

Returns for Medium & Large Items

e.g. seating, tables, storage, lighting and other furniture items

1. E-mail info@hattonandharding.com within 14 days of delivery and include your sales order number and the reason for your return.
 2. You can send the items back to us by post/courier. Please make sure that the items are in perfect condition and in their original packaging. Please note we do not cover the cost of posting back the item unless your item is damaged.
- I have received my item, but it has arrived damaged, what should I do
 - Please email info@hattonandharding.com within 24 hours of receiving your order and include images of any damage. We'll then arrange for a replacement to be sent out to you free of charge. No such claims will be accepted after 24 hours has elapsed.