

RETURN FORM

Customer Name (First & Last)

Contact Phone #

Email Address

Date of Original Order

Return Date

Reason For Return (not as expected, wrong item ordered, too many ordered):

Items To Be Returned:

Quantity	Item Number

Shipping Address:

JoineryHardware.com
6701 Oldfield Rd
Saanichton, BC, V8M 2A1
1-866-833-4777

See page 2 for full return policy details



RETURN POLICY

Our Return Form is mandatory for all hardware returns.

30-Day return - Hardware ordered from JoineryHardware.com can be returned in its original condition within 30 days of the initial ship date. The initial ship date is the date your package left our location and is stated in your notification email. The returned hardware cannot have been installed or altered and must arrive at our location complete and un-damaged. If your return hardware meets our standards, we will then process a credit for the returned item.

Return shipping costs are the buyer's responsibility.

After 30 Days - In the event a merchandise return is received after 30 days from the ship date we apply a re-stocking fee of 20%. We accept returns for partial credit if they are received up to 45 days after the initial ship date.

Any merchandise that is incomplete or damaged in the return shipment is not eligible for refund.

Special orders conducted by phone may require either a higher re-stocking fee or be non-returnable. Such special conditions will be disclosed at the time of quote or sale.

How to return merchandise:

- Carefully repack the return merchandise in the original packing, including all parts.
- Include a printout of our Return form.
- Include a copy of the order confirmation emailed to you (if you cannot find this, you may use a copy of the packing list enclosed with your order).
- Mail all returns to the following address:

JoineryHardware.com
Returns
6701 Oldfield Rd
Saanichton, BC, V8M 2A1

If you should receive an incorrect or damaged items, please call 1-866-833-4777. If the fault is ours, we will arrange to pay the return shipping on the items and we will give you a refund or replacement.

We do not offer exchanges. We will accept a return item as detailed above and you can purchase a new item. To receive a different item, place a new order online or contact us at 1-866-833-4777. Please note that this will be a completely separate transaction, which will require updated payment information.

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