

Returns Policy

Returning an Unwanted Item

If you wish to return an unwanted item, you may do so once you notify us within 7 days of receipt of the order. The item must be in its original condition, with all packaging materials, manuals and accessories intact. We reserve the right to refuse returns or to charge you for our reasonable cost if the product is received otherwise than in accordance with these requirements. You are responsible to pay the cost of returning the goods and must ensure that it is returned in protective packaging and where an item is delivered strapped to a pallet, then you must ensure that it is returned to us securely strapped to a pallet. Once the item has been received by us and is deemed intact, your refund will be processed. Refunds will be applied to the original method of payment that was used to purchase the item.

Returning a Damaged Defective Item

If the item was damaged in transit

If you receive delivery of a package and the contents have been damaged in transit, you can return the item to us for a replacement granted you notify us within 7 days of receipt of the order. The item must be returned with all packaging materials, manuals and accessories intact.

If the item is defective (within 7 days of receipt)

You have the right to return a faulty item within a reasonable period of time. Please keep all the warranty information that accompanies your item as this may be needed should there be a fault. If any item that we deliver to you arrives damaged or is faulty, then we will happily replace or repair the item for free or refund the item. Please email hartnettproducts@gmail.com if you wish to return a damaged or defective item. Please Note: It is rare that a faulty machine is delivered. If you think yours is faulty then please phone us on 0217337081. This will allow us to assess the machine over the phone and to establish whether the machine is in fact faulty or if the problem is down to incorrect operation by the user or other factors at the user's end.

OUR 14-DAY RETURNS GUARANTEE

If you are unhappy with your item, you may return it to us within 14 days of the date of delivery. The item must be in its original condition, with all packaging materials, manuals and accessories intact. We reserve the right to refuse returns or to charge you for our reasonable cost if the product is received otherwise than in accordance with these requirements. You are responsible to pay the cost of returning the goods and must ensure that it is returned in protective packaging. Please email hartnettproducts@gmail.com if you wish to return an item.

Exclusions

Please Note: It is rare that a faulty machine is delivered. If you think yours is faulty then please phone us within 2 days of delivery on 021 7337081. This will allow us to assess the machine over the phone and to establish whether the machine is in fact faulty or if the problem is down to incorrect operation by user or other factors at the user's end.

These factors include, but are not limited to, the following:

Electrical faults at the user's end

Incorrect operation of the machine by the user

Inappropriate use of the machine by the user

Incorrect selection of log splitter model by the purchaser (ie) buying a log splitter that is too small for the types of logs you need to split.

In-Store Returns

It is possible to return an item purchased online to our showroom.

Returns FAQs

Do I have to pay to return my online order?

Yes, you will be liable for the cost of returning the goods and must ensure that it is returned in protective packaging.

What should I do if I have a problem with the machine?

Phone us on 021 7337081 or 087 2538320 or 087 9272841 or email us hartnettproducts@gmail.com within 2 working days of the delivery. Failure to ring or email will deem that the goods have been accepted.

What happens if I need to return an item?

In the unlikely event you need to return an item, please phone us and we will arrange collection. Delivery and Collection charges apply.

Hartnett Products reserves the right to refuse any item returned, that is deemed to have been used, damaged or worn for any reason other than being a genuine fault. Delivery and Collection charges are non-refundable.