

Our customer support team are a friendly bunch. They know how each and every door is made, and they know the level of service you should expect too. We dedicate all of our efforts to make sure the products we supply are the best in class time after time.

If there is an issue with one of our products simply follow the procedure outlined in this leaflet.

Our Returns Request Form is available to download from our website at:
www.xljoinery.co.uk or from the XL Hub.

Contact us

If you have any queries regarding this service please contact:

Our returns team:

Email: returns@xljoinery.co.uk

Our customer service team:

Phone: 01924 350501

Email: customerservices@xljoinery.co.uk

Our technical helpline:

Phone: 01924 350505

Or visit us at:

www.xljoinery.co.uk

Find us on



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Our returns policy

XL Joinery returns policy

We like to keep returns simple, just fill out our Return Request Form and send it to our team:
returns@xljoinery.co.uk.

Don't forget your photographs for sections 2 and 5.

We'll be in touch about your request within 48 hours. In most cases replacements will be sent out on your next delivery, if not we'll let you know.

We'll schedule one collection date for any return request so please make sure the product/s are available and secured to a pallet prior to collection.

Please note: Returns requested without a completed form cannot be processed. If the product/s are not available on the first collection date the return will be cancelled. Collections organised after this may be subject to additional charges.

Deliveries

Although the upmost care has been taken to ensure the safe delivery of all of our products, we ask that on receipt of delivery the following is always checked:

- All products are free from any edge damage.
- All delivery notes have been signed, dated and the item count field is complete.

Please note: We reserve the right to reject any claims where any customer has refused to sign and/or date the delivery note. If a customer insists on signing unchecked then claims cannot be accepted for quality shortages or edge damages.

Terms and conditions

1 Edge damage

- Any Edge damage to the doors should be reported on receipt of delivery and any edge damage must be noted on the POD.

We will honour any return requests for edge damage clearly noted on a signed POD.

Collection will be arranged on your next scheduled delivery unless returned on the original vehicle.

If the doors are no longer at the original delivery address a return cannot be accepted by ourselves for edge damage.

2 Face damage



- Face damage is to be reported within 5 working days of delivery.
- If the packaging is damaged please take a photograph; please do not remove the packaging if you suspect item damage.
- Photographic evidence is required to establish the damage prior to accepting a Return Request and should be emailed to **returns@xljoinery.co.uk.**
- All doors must be at the original delivery address; if any of the doors have left the premises then a return cannot be processed.

On inspection and acceptance, we will issue a credit note. Discrepancies will be followed up by our Returns Department.

Collection will be arranged on your next scheduled delivery unless returned on the original vehicle.

3 Picking errors and order entry errors

- Incorrect items are to be reported within 15 days from receipt of delivery.
- Please ensure you don't remove any of the packaging.
- All doors must be at the original delivery address; if any of the doors have left the premises then a return cannot be processed.

Collection will be on your next scheduled delivery unless returned on the original vehicle.

4 Customer duplication and customer ordering errors

- All errors and duplications should be reported within 15 working days from receipt of delivery.
- Please do not remove the packaging.
- On collection, we reserve the right to refuse goods that are not in A1 condition.
- All A1 condition doors must be correctly protected and palletised for return to us.
- All doors must be at the branch; if the doors have left the premises then no return will be processed.
- All relevant purchase order numbers will be required as proof of order.
- Returns requested 15-30 days after delivery will need to be in proven A1 condition with photographic evidence and will be subject to a 20% restocking charge.

Collection will be on your next scheduled delivery unless returned on the original vehicle.

Please note: a 20% restocking charge will apply within the first 15 days, this will be reduced to 0% if a reorder is placed.

5 Manufacturing defects



- Any manufacturing fault with a worked on door should be dealt with by our Customer Services Team; **customerservices@xljoinery.co.uk.**
- For all manufacturing faults with products that have not been worked on, a Return Request Form will need to be filled in.
- All returns requests for doors that have not been worked on should be reported within 30 days of delivery.
- Please remember. Photographic evidence will be required to confirm the manufacturing defect before a return can be processed.

6 Customer cancellations

- All return requests due to customer cancellation should be reported within 15 working days from receipt of delivery.
- On collection, we reserve the right to refuse goods that are not in A1 condition.
- A1 condition doors must be correctly protected and palletised for return to XL Joinery.
- Returns requested 15-30 days after delivery will need to be in proven A1 condition with photographic evidence and will be subject to a 20% restocking charge.

Please note: a 20% restocking charge will apply within 15 working days.

7 Customer collections from XL Joinery

- Return requests for collected doors due to edge damage will be refused.
- We ask that all collections are thoroughly checked before removal from us.

8 Special orders

- This includes but is not limited to: Custom Pre-Finished, XL Colours, Custom Doorsets and Custom Sizes.

Unfortunately we are unable to accept returns on these bespoke items.

We will not accept returns of such items unless genuinely damaged/faulty.

***A1 condition – doors are in a resalable condition with no damage to the product. The product must also be in the original packaging that the product was supplied in.**