

Our 30-day Returns Policy.

In the unlikely event that your flooring is not quite right for you or you have simply ordered more than required and need to return some to us, our 30-day returns policy on all orders has got you covered.

We understand that choosing your perfect flooring can be a big decision and sometimes you change your mind, so we've listed some easy-to-follow steps to ensure a stress-free returns process.

How do I action a return to you?

To action your return please email info@hardwoodfloorstore.co.uk with your order number, name and contact details, reason for return and with the number of items you would like to return. A returns note will be provided that will need to be attached clearly to the return delivery along with the order number clearly visible.

How do I package my flooring ready for returning?

- Check that your flooring is in a resalable condition and is kept within its original packaging.
- Please use clear tape if your packages need to be resealed after opening.
- If using a parcel courier, please ensure sufficient protection is used for each parcel.
- Please take pictures of your returns for reference.

What address should I send my return to?

HFS RETURNS,
HFSCO Limited,
Unit 11, Oakwood Way,
Carnforth Business Park,
Carnforth, Lancashire,
LA5 9FD

Please return your flooring between 8:00am and 4:00pm Monday to Friday (our warehouse is closed during weekends).

Which courier should I use for my return?

Five packs or less? Fedex, DHL, DX, UPS
More than five packs? Pallet Track, Cannons (Pallet delivery).

What will happen next?

Your return will be accepted by one of our warehouse team who will then photograph the delivery.

Providing the return is in a resalable condition, the credit note will be passed over to our accounts team where you will receive your full refund for the product within 14 days.

In the unfortunate event that the return is damaged, we will take photos of the return but it will be refused by the warehouse team and an email will be sent over to you informing you of this. This will allow you time to begin a claim against your courier.

For further information, or to speak with a member of our team, call **01524 481 292** or email info@hardwoodfloorstore.co.uk.