

RETURN & CLAIM POLICY

Claims procedures

Faulty items

We want you to be completely satisfied with the products you have purchased and we will refund any faulty articles. Please note we are unable to accept used or worn articles in return (except in the event of manufacturing or material defects). The delivery charge will be refunded in the event of incorrect, damaged or faulty goods.

If you have a faulty item, please contact our Customer Service Team (hilti@brandoncompany.com) with your order details and advise the reason for returning the product. We will send you a return form, which should always be enclosed with the goods you are returning. Goods without a return note will not be processed.

Return/Exchange item

To return or exchange a product (excluding goods made to your specification) you may do so within 28 days of the date of arrival. Returns on items that have discontinued or are discontinuing are not accepted.

The product you wish to return must be in sellable condition, in its original, undamaged packaging, and we will consider the overall condition of the product being returned when making a refund.

Please note: We will refund the price of the item to the purchaser or exchange the product once it is received by us. You must return the product to us and you will be responsible for all delivery costs.

Please contact Customer Service with your order details and advise the reason for returning the product. We will send you a return form, which should always be enclosed with the goods you are returning. Goods without a return note will not be processed.

Return Address:

Brandon AB – Warehouse
Arendalsvägen 16
418 78 Göteborg
Sweden