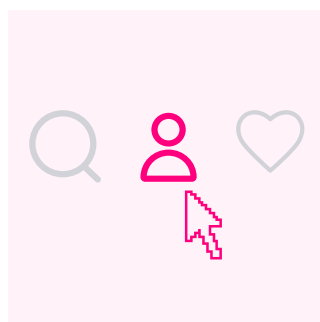
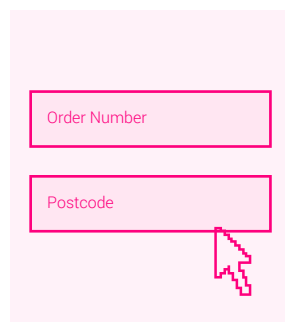


Making returns easy for One Club Members



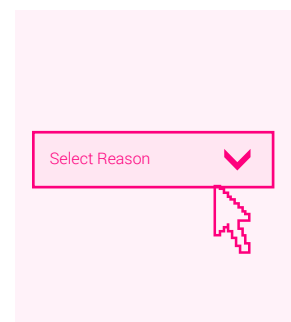
Step 1 Log in

Log into your Harry Hall account and click 'My Returns'.



Step 2 Order details

Enter your order number and delivery postcode.



Step 3 Select

Select the product to be returned and the return reason and submit the request.

Our Promise

We offer a free 30 day returns promise. This means from receipt of your parcel; you have 30 days to return your products to us for a refund. Please ensure original tags are attached to your returned items.

Receiving your refund

Once we receive your returned items, you should be refunded within 10 working days - please be aware this process can take up to 14 days during our peak periods. We will send you an email to confirm when the refund has been processed.

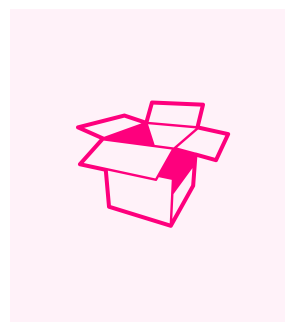
One Club Members

One Club Members will not be charged for the cost of return delivery - please note that non-members and guest checkouts will need to pay for the cost of delivering their return.



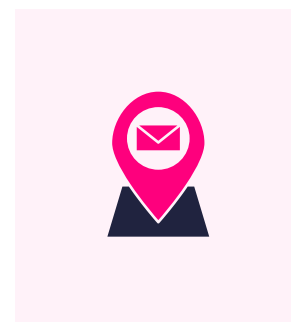
Step 4 The Label

Your label containing a QR code will be generated. You can either print the label and attach yourself, or take the digital version of your label to the post office where they will scan the QR code and print for you.



Step 5 Package

Put your item or items along with your returns form into the same box or bag if possible and seal up securely.



Step 6 Post Office

You can either arrange for the post office to collect your parcel from your home or work address for free with Parcel Collect, or you can take your package to your nearest post office. Remember to ask for a proof of return receipt.

We will email you when your refund is processed

HARRY HALL