

JB Kind Return & Collection Charges

Online Home deliveries returns procedure

- We do expect all doors to be thoroughly checked for damage, defect or error within 5 days, the claim will be reviewed outside this time frame.
- You/ your customer have 1 calendar month to return unwanted/ordered in error doors, they must be fully packaged and in resalable condition or charges may apply.

Restocking charges

- There is a re-stocking charge of £40 for 5 doors and under.
- An £80 restocking charge for over 5 doors.
- In addition an uplift fee of £60 will apply when we are collecting from a home address or site if your customer is not having a replacement or re-ordering for delivery at the same time. This uplift fee will not apply if we are re-delivering to the address for a new or replacement order at the same time.

