



Terms & Conditions

We reserve the right to update or amend these Terms and Conditions at any time. By using our website or placing an order, you agree to be bound by the latest version of these Terms and Conditions.

Important Notice

The Harry Harness is not classed as a safety harness and must always be used under the supervision of an appropriate adult.

Usage and Care

It is your responsibility to fully read and understand how to use and care for your harness as explained in the guidance video on our website. You must watch and understand this guidance before first use.

Quality Assurance

All harnesses are individually made to order, with every effort taken to ensure high standards of quality and reliability through specification, inspection, and testing.

Orders & Cancellations

All products are bespoke and made to order.

Orders are usually processed within 7–10 working days from the date of purchase. Processing refers to the time required to make your harness and does not include shipping. Delivery times will depend on the destination and chosen postal service.

Full payment is required at the time of purchase, plus postage.

Orders may be cancelled only within 48 hours of being placed and before production begins. After this time, your order cannot be cancelled.

To request a cancellation within the 48-hour period, please email us with your order number, full name, and address. Refunds may take up to 5 working days to process.

Returns Policy

Because all items are made bespoke to order, returns and exchanges are not accepted, except in the case of a proven manufacturing fault. Please ensure you have checked our sizing guides carefully or contacted us for advice before placing your order.

Returning a Faulty Item

If you believe your harness has a manufacturing fault, you must:

1. Contact us first at contact@theharryharness.co.uk within 14 days of receiving your order.
2. Provide details and photographs of the fault so we can assess the issue. We will confirm whether the defect qualifies under our returns policy before providing return instructions.
3. If a return is authorised, we will issue you with a returns reference and instructions. Items returned without this reference may be delayed.
4. Return the item in an unused condition, as new, and in its original packaging.
5. Cover the cost of returning the item. We strongly recommend using a tracked service, as we cannot be held responsible for items lost in transit.

Once the returned item has been inspected and a fault confirmed, we will either repair, replace, or refund the item. If an exchange is required, we will cover the cost of sending the replacement to you.

Limitation of Liability

The Harry Harness Company Limited will not be held responsible for any injury, accident, or damage resulting from misuse, failure to follow instructions, or use without appropriate adult supervision.

Our products are designed as supportive harnesses only and are not safety equipment. To the fullest extent permitted by law, our liability for any claim shall be limited strictly to the purchase price of the item in question.

Nothing in these Terms and Conditions excludes or limits our liability where it would be unlawful to do so, including liability for death or personal injury caused by negligence.

Governing Law

These Terms and Conditions are governed by and construed in accordance with the laws of England and Wales. Any disputes arising shall be subject to the exclusive jurisdiction of the courts of England and Wales.