



Our Terms & Conditions

We reserve the right to change and update our terms and conditions at any time.

It is the consumers responsibility to read the terms and conditions each time you use the website and as such your use of the website will be deemed as your acceptance to be bound by the latest terms and conditions.

The Harry Harness is not classed as a Safety Harness.

Usage and care of your harness

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

Quality Assurance

Every effort is made to maintain a high standard of quality and reliability through specification, inspection & testing.

They are not safety harnesses and must always be used by an appropriate adult.

Orders & Cancellations

We aim to fulfil orders within 7-10 working days from the date the order is placed. Bespoke orders may take slightly longer. Full payment is required at the time of purchase and there is an additional cost for postage.

Orders may be cancelled strictly within 48 hours of placing an order and before harness production begins. Our harnesses are made to order and therefore once production has begun the order will be completed.

If you do decide to cancel your order within the strict 48-hour time frame, then we would ask you to email us with your order number and full name and address confirming that you wish to cancel your order.

A refund will then be issued once we have confirmed your order has been cancelled. Refunds can take up to 5 working days.

Returns Policy

At The Harry Harness Company Limited we are committed to sustainability. As part of our eco-friendly approach and dedication to quality, our products are manufactured to order to minimise waste. To ensure you order the perfect fitting harness for you please take the time to review our sizing guides or please get in touch for advice.

We appreciate that occasionally sizing might not be quite right and therefore we are happy to offer a one-time exchange for a different size within 14 days of your delivery to ensure your satisfaction. **This is only applicable to standard sizing. Any bespoke orders will not be able to be exchanged or returned.**

HOW TO RETURN ITEMS

To be eligible for an exchange you must return the item in an unused condition, and in the same condition as when you first received it. Our returns policy lasts for 14 days from the date you received your item and therefore cannot be returned after that date.

To start the returns procedure, please email us at contact@theharryharness.co.uk.

You will be issued with a returns reference which must be returned with your item. If the reference is not included, you may experience a delay in your return.

Unfortunately, we cannot cover the cost of returns, and this is therefore at your own expense. However, we will cover the cost of your exchange being posted out to you. We would suggest using a tracked service for your own peace of mind as we cannot be responsible if your returned item does not reach us.

Once your return has been processed, we will endeavour to send your new item out to you within 5 working days.