



HS WALSH & SONS

— SERVING JEWELLERS & HOROLOGISTS SINCE 1947 —

Hunter House
Biggin Hill Airport
Churchill Way
Biggin Hill
Kent
TN16 3BN

Customer Charter 2026

Our Mission Statement

H S Walsh & Sons have been a leading supplier of tools, equipment, clock and watch materials to the jewellery and horological trades for almost 80 years. Our aim is to empower jewellers, horologists, and craftspeople by supplying the highest-quality tools, materials, and technical expertise, helping the jewellery and horological trades with precision and excellence.

Our Commitment to Craft & Trade

- **Expert Knowledge:** Provide training for our team, who collectively have decades of trade experience to assist with technical questions.
- **Quality Assured:** Stock over 16,000 products from trusted industry brands.
- **Accessible Support:** Offer person-to-person support via our branches located in Hatton Garden London, the Jewellery Quarter Birmingham, and Biggin Hill, Kent.

Delivery & Orders

- **Fast Dispatch:** Process online orders promptly with next-day delivery options available on thousands of items. <https://www.hswalsh.com/terms/shipping>
- **Secure Shopping:** Maintain secure transaction processing and clear, transparent terms.
- **Fair Returns:** Support a straightforward 30-day returns policy – please refer to our terms. <https://www.hswalsh.com/terms#Returns>

Communication & Care

- **Responsive Service:** Answer email and telephone inquiries clearly during our working hours – you will always be able to speak to a relevant person rather than a bot.
- **Continuous Improvement:** Listen to customer feedback to refine product availability and service standards.

Environmental Sustainability & Ethical Sourcing

- **Responsible Procurement:** Partner with suppliers who adhere to strict ethical manufacturing standards and fair labour practices.
- **Eco-Friendly Initiatives:** Continuously work to reduce single-use plastics and optimize shipping methods to lower our carbon footprint.
- **Sustainable Materials:** Increase the availability of responsibly sourced consumables and eco-conscious workshop supplies.

Complaints Handling & Dispute Resolution

- **Direct Point of Contact:** Direct all concerns to our customer service team via email (mail@hswalsh.com) or telephone in the first instance (+44 (0)1959 543660). They will endeavour to resolve your issue quickly and easily in a timely manner.
- **Prompt Acknowledgement:** Acknowledge all formal complaints within one business day of receipt.
- **Swift Resolution:** Aim to investigate, resolve, and provide a full response to any issues within 5 working days, if unable to resolve at initial contact. We undertake to resolve as quickly as possible.
- **Escalation Path:** Escalate unresolved issues to senior management for a final, fair, and impartial review.

www.hswalsh.com

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Director: W P Sheehan

Registered in London 03553069