



Return Terms and Conditions

It is Chains Limited (hereafter the Company) policy to accept for consideration of return, where practical and reasonably possible, standard issue and branded stock products detailed within our Irish printed Price List if a customer has ordered items incorrectly.

To effect such a return for standard inventory stock items it is only possible for the items to be considered where the following conditions are met (but not exclusively) and for any item to be considered it must be within 60 days of Invoice date.

If products have been purchased, manufactured and custom made out-side our standard catalogue and price list detail, or to a specific client request then there is not a refund or credit note returns policy. However, The Company will always seek to work alongside the manufacturers and clients to effect a helpful solution. If items have been marked, personalised or damaged in any way then the policy does not apply.

Any agreed return would be subject to a minimum 20% restocking fee alongside and in addition to any carriage incurred for the original delivery of the goods before an agreement for the goods to be returned to The Company UK Head office is approved. There is a minimum return value charge of €50.

The goods must be returned in intact packaging, unused and fully re-saleable with a Company letter confirming the items have not been subject to any use since receipt to ensure PPE and all product liabilities are still intact.

Products that may be outside any date of expiration from manufacture will not be considered for return. A customer must obtain a return goods written authorisation from The Company before any items are considered for return.