

## Online Purchase Policy

*Last Updated: 01.04.2025*

**Thanks for shopping at Nolantrelli Limited T/A Nolan's Workwear (Reg. Number 785420)!**

**We want your experience to be smooth from start to finish. Here's everything you need to know about ordering from our website.**

### 1. Placing an Order

- When you place an order on our website, we'll send you an email confirmation as soon as we've received your order – this will be during office hours as we do not rely on bots and deal with each and every order with particular attention.
- If something is out of stock or there's an issue with your order, we'll reach out as soon as possible. Since we do not always stock large quantities, it might be that we have to order stock in from our suppliers, which might at times delay the process.
- When providing us with a logo, please ensure it is a high-resolution logo and email us any specific sizes, placements on the garments. We will be in contact with you as soon as we receive the file to ensure we digitize the image according to your requirement and final approval before we start with any embroidery.
- We accept the payment methods shown at checkout.

### 2. Pricing

- All prices are listed in € (Euro) and 23% VAT is included on the displayed price – our VAT number is IE4406179UH.
- Sometimes mistakes happen (we're not all perfect but we aim at professionalism & perfection in what we do) — if we notice a pricing error, we'll contact you before processing your order.

### 3. Shipping

#### Processing Time

- Most orders ship within 3-7 days. When we have to order stock in from our suppliers, the process might take up to 14 days. If we have to do embroidery, we start with the embroidery as soon as the items arrive at our offices and the artwork is approved by you – depending on the quantities, this may affect delivery times if ordered in bulk quantities.

#### Shipping Options

- You'll see available shipping options and costs during checkout.
- You can also have the garments sent to our address if there is embroidery to be done, or if it would be easier for you to collect from our shop.

## Delivery

- We do our best to get your order to you on time, but delays caused by carriers or incorrect addresses are out of our control.
- You can also have the garments sent to our address if there is embroidery to be done, or if it would be easier for you to collect from our shop.

## 4. Returns & Exchanges

We want you to love your gear. If something isn't right:

### Return Window

- Returns/exchanges are accepted within 7 days of delivery.

### Condition

- Items must be unused, unwashed, and in original packaging with tags still attached.
- Some items can't be returned (e.g., PPE, undergarments, customized items, or clearance items).

### How to Start a Return

Contact us at [info@nolantrelli.com](mailto:info@nolantrelli.com) or by phone on +353 47 32021 / +353 85 2751912 with your order number, and we'll help you from there.

### Refunds

- Once we receive and inspect your return, we'll issue a refund to your original payment method.
- Shipping costs are usually not refundable unless the error was ours.

## 5. Changing or Cancelling an Order

If you need to make a change, contact us quickly! Our contact details are [info@nolantrelli.com](mailto:info@nolantrelli.com) or by phone on +353 47 32021 / +353 85 275 1912 and we will assist immediately.

Orders can only be cancelled or changed before they've been shipped.

## 6. Product Info

We try our best to show accurate photos, colours, and descriptions.

Please note that colours can look different depending on your screen.

## 7. Defective or Wrong Items

If something arrives damaged or not what you ordered, let us know within 7 days from receipt. Our contact details are [info@nolantrelli.com](mailto:info@nolantrelli.com) or by phone on +353 47 32021 / +353 85 2751912.

We'll fix it fast — either a replacement or a refund.

## **8. Your Privacy & Security**

Your information is safe with us. We process payments securely and follow our posted Privacy Policy to protect your data.

## **9. Updates to This Policy**

We may update this policy occasionally. The latest version will always be on our website.

## **10. Need Help?**

We're here to support you.

**Nolan's Workwear Customer Support**

Email: [info@nolantrelli.com](mailto:info@nolantrelli.com)

Phone: +353 47 32021 / +353 85 2751912

Website: <https://nolansworkwear.com>