

## Return & Exchange Policy

*Last updated: 4 April 2025*

**At Nolans Workwear, we want you to feel confident when purchasing workwear, PPE, branded uniforms, and security products from our online store. If something isn't right, we are here to help.**

### 1. Eligibility for Returns

We accept returns on most standard (non-customised) items within 7 days of delivery.

To qualify for a return, items must be:

- Unused, unworn, and unwashed and not personalised (embroidered, branded with your request)
- In original packaging with all tags attached
- Free from damage, marks, and odours Items not meeting these conditions may be refused.

### 2. Items That Cannot Be Returned

For safety, hygiene, and custom-production reasons, the following items are non-returnable unless faulty:

#### Custom & Embroidered Items

- Garments with embroidery, printing, or personalisation
- Made-to-order or custom-altered products

#### PPE & Safety Items

(For safety and hygiene reasons)

- Safety footwear worn outside
- Gloves, masks, helmets, eyewear, and other PPE
- Any product with broken hygiene seals

### 3. Faulty or Incorrect Items

If your order arrives damaged, faulty, or incorrect, please contact us within 48 hours.

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

Tel: +353 47 32021

For quick resolution, please include:

- Your order number
- Photos of the issue
- A brief description

We will arrange a repair, replacement, or refund as appropriate.

#### **4. How to Return an Item**

- Email [info@nolantrelli.com](mailto:info@nolantrelli.com) with your order number and the item(s) you wish to return.
- We will confirm eligibility and provide return instructions.
- Return postage is the customer's responsibility unless we made an error.

We strongly recommend using a tracked postal service, as we cannot be responsible for lost parcels.

#### In-Store Returns (Optional)

You may also return eligible items to our premises:

Nolantrelli Limited t/a Nolans Workwear  
Ard Roe House Unit 3, Glen Road, Monaghan, Co. Monaghan, H18Y037

Hours: Monday – Friday between 10am and 5pm

#### **5. Refunds**

Once we receive and inspect your return, we will notify you by email.

If approved:

- Refunds are issued to the original payment method
- Please allow 5–10 business days for your bank to process the refund

Shipping fees are non-refundable unless the return is due to our error.

#### **6. Exchanges**

If you need a different size, colour, or product, exchanges are available for eligible items.

To request an exchange:

- Contact us with your order number
- Return the original unused item
- We dispatch your replacement once returned stock is inspected

If the replacement is unavailable, we will offer an alternative or a refund.

#### **7. Order Cancellations**

You may cancel standard orders before dispatch.

Custom or embroidered items cannot be cancelled once production has begun.

#### **8. Contact Us**

Nolan's Workwear Customer Support  
Email: [info@nolantrelli.com](mailto:info@nolantrelli.com)  
Phone: +353 47 32021 / +353 85 2751912  
Website: <https://nolansworkwear.com>