

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

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 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
Phone: +353 47 32021 / +353 85 2751912
Website: <https://nolansworkwear.com>