

Cancellation

Although supply of our products is subject to our Terms & Conditions and personal customers are additionally fully covered by the UK Distance Selling Regulations, we wish for you to be fully satisfied with the products we supply. If you have any problems then in the first instance please feel free to contact us on 01420 521155 or email sales@ashleychains.co.uk

If you are unhappy with any product you purchase from Ashley Chains, with the exception of customised products, you can obtain a full refund by returning the product to us within 8 working days of the date you received it and in the same condition as when you received it. For returning an item, please contact us by telephone prior to return on 01420 521155 or email sales@ashleychains.co.uk. Once notice of your cancellation has been received and we are in possession of the returned goods, Ashley Chains will make a refund of the contract price to your debit or credit card used to purchase the goods. This will be done within 30 days of the date of cancellation. The cost of returning goods in this situation will be met by the purchaser. The returned goods need to be received in good condition and be suitable for resale.

Where customisations have been requested or where chain is required to be cut to a specific length or series of lengths it is the customer's responsibility to ensure the correct size and specification is ordered. Information on chain dimensions can be found on our website or by contacting our office and if necessary we can send a small sample for approval. Orders customised in this way cannot be returned for refund unless they are genuinely faulty.