



deliveries

We provide a next-day delivery service on all products in stock and free delivery on order values exceeding €400. Otherwise, €15 carriage charge applies.

Customer Care

Returns and Customer Service

All goods are sold in line with our standard Terms and Conditions of Sale.

RETURNS POLICY

This refers to requests for the return of items incorrectly delivered, damaged in-transit or faulty.

Incorrect deliveries

Incorrect deliveries must be notified to our Sales Team within two working days from receipt of delivery.

Damaged in Transit

Goods received damaged must be notified to our Sales Team within two working days from receipt of delivery. The damage to the goods must be explained in full.

Faulty goods

Faulty goods must be notified to our Sales Team immediately. Items damaged during installation, misused or outside 12-month warranty period will not be credited.

All relevant information including product code, invoice number and reason for return must be provided.

CUSTOMER ERROR / REQUEST FOR RETURN

In exceptional cases only, returns may be agreed for a customer ordering error or a request to return items not required.

- Goods must be of re-saleable condition, in their original boxes and purchased within the previous three months.
- A re-stocking charge of 20% will apply to all items agreed for return outside this three month purchase period.
- All products characterized as "Special Order", "Projects", "Sell-offs" or purchased especially for you, will not be accepted for return or credit.
- Brands other than CED product, e.g. MK, Friedland, Philips, GE, etc. will only be taken back in line with that supplier's agreement and in line with their policy to take back goods.

RETURNS PROCEDURE

- A Returns Request Form must be completed with all details, including our product codes, invoice numbers that the goods were supplied on and the reason for return.
- We will inspect the goods in conjunction with this Returns Form to confirm that all is in order.
- Once approved, a Return [Authorisation Number](#) will be issued for the goods.
- Goods returned without an Authorisation Number will not be accepted or credited.
- Once properly authorized goods have been received back, they will be checked and inspected by our Store Manager.
- Only goods returned in line with our policy will be credited.

QUERIES

All queries on delivery of goods should be notified to us within 48 hours of receipt of goods.

Contact us @ 01 864 6566.

WEBSITE

View all CED product ranges on our web site.

www.ced.ie