

Issued February 2026

Glen Dimplex Ireland

Drop Ship Process



Process:**1. Submit Purchase Order (PO)**

Send the PO directly to Glen Dimplex Ireland at salesireland@glendimplex.com. Drop ship orders cannot be placed via B2B portal.

2. Include Customer Details

Make sure to include the customer's full name, delivery address (including Eircode), and contact phone number.

3. Delivery Charge

Ensure the delivery charge is clearly stated on your PO.

4. Old Unit Collection

Indicate whether the old unit needs to be collected at the time of delivery.

Note: This service is only available if the unit is disconnected and ready for collection.

5. Kerbside Delivery Only

All deliveries are kerbside only. Please ensure the customer is aware and prepared to receive the item at the kerb.

Drop Ship Delivery Charges ex VAT are as follows:

€38.00 for the first machine

€11.50 for each additional machine in the same delivery

€5.00 surcharge for SDA

€80.00 for American models, range cookers, or large fires

Delivery times:

- Large items: 3–4 working days
- Small items: 2–3 working days

Returns Procedure

1. Report the Issue

Submit the fault to Glen Dimplex Ireland with full details of the issue, including the serial number and proof of purchase.

2. Provide Customer Details & Evidence

Include customer information and proof of the fault (photos or videos where possible) to speed up assessment.

3. Await Validation & Instructions

Glen Dimplex will confirm the next steps.

- For faults within 28 days: instructions for collection will be issued once approved.
- For units over 28 days: the service process will be arranged, and the engineer will assess the product.

4. Inspection & Credit

A credit will be issued once the unit has been returned and inspected.

- If the unit is confirmed faulty within 28 days, a credit note or replacement will be processed.
- For units over 28 days, a credit is only provided if the product is deemed unrepairable by our engineers.

Dropship Returns Process for Faulty Items

Faulty Under 28 Days

For products that develop a fault within the first 28 days, a replacement or credit can be issued once the fault has been verified. Please follow the steps below to initiate the process.

Faulty Over 28 Days

Units that are over 28 days old must go through the standard service procedure. These products will be assessed and repaired under warranty where applicable. A return or credit will only be issued if the unit is deemed beyond repair by our service team.

Consumer Rights Overview: Online vs In-Store Purchases

Under EU consumer law, there are important differences between products purchased online and those bought in-store — particularly in relation to *change-of-mind returns* and the *right to cancel*. Glen Dimplex operates as a service provider to you as the retailer and therefore cannot accept returns where a customer simply changes their mind, as this is not considered a manufacturing fault. In these cases, the product must be returned directly to the **retailer**, who is responsible for supporting the customer when an item is not as expected or is no longer wanted.

We can accept order cancellations up until the point of dispatch. However, once the item has left our premises, cancellation is no longer possible.

Differences to consumer law

Issue	Buying In-Store	Buying Online
Change of mind returns	✗ No legal right; depends on shop policy	✓ Yes – 14-day cooling-off period
Faulty goods	✓ Repair, replacement, or refund	✓ Same rights
Right to cancel	✗ Not guaranteed	✓ Guaranteed by law
Information requirement	Minimal	✓ Seller must disclose full contact info & terms
Delivery issues	Not applicable	✓ Protected – seller responsible until goods delivered
Buying from non-EU seller	Standard Irish/EU rights	✗ Extra rights may not apply; protection weaker