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Chain Reaction, in administration – Information

Following the making of the Administration Order on Monday 30th October 2023; the affairs, business and property of the Company are being managed by the appointed Joint Administrators, Anthony John Wright and Alastair Rex Massey.

The Joint Administrators act as agents of the Company and without personal liability.

All orders made with Chain Reaction will continue to be delivered as usual, and our standard terms and conditions still apply for item returns and warranty claims.

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What is your Warranty Policy?

All products purchased from Chain Reaction are covered under warranty, subject to the exclusions outlined below. Generally speaking, this protects against product failures and manufacturing defects, including poor workmanship.

We work closely alongside our suppliers and honour the manufacturer's warranty, where applicable, which is typically valid for one year from the date of purchase. Some manufacturers do offer longer warranty periods; however, this depends on the brand and product. For brand specific warranty information click [here](#).

Some brands also have specific maintenance requirements which, if not met, can void your warranty. It's therefore recommended that products are suitably maintained and serviced, as specified by the manufacturer. Details can be found in product manuals and tech docs on the brand's website. We also recommend reading through our own guides on general product maintenance [here](#).

If a product develops a fault, please contact our specialist warranty team as soon as possible, following the steps outlined [here](#). As soon as we receive your claim, we'll review the details and advise on the next steps. We strongly advise that you do not use a product if you suspect there is a fault, no matter how minor the issue, to avoid any possible harm.



CRC WARRANTY INFO

If the issue can be resolved without returning the item, we'll contact you to let you know your options. If an inspection is required, we'll ask you to return the item and, in certain circumstances, we may send it onto the manufacturer to confirm the fault. A free of charge returns service will be offered, where possible, or alternatively reasonable standard return postage fees will be refunded.

If a fault is deemed warrantable, having developed:

- within 30 days of purchase, an eGift card or monetary refund will be issued within 14 days of the claim being accepted.
- after 30 days from the date of purchase, the item will be repaired* or if a repair is not possible, you may be offered:
 - a replacement by eGift card for the same item or an alternative of equal or greater value* (depending on stock availability, colour may vary)
 - a refund onto an eGift card (Ts&Cs are linked in our website footer)

*Repaired items will be posted to the original delivery address, unless otherwise specified, and will be covered by a period equal to the remaining warranty period of the original item.

If your item is repaired, the parcel will be marked accordingly to avoid additional customs fees. If your item is refunded, the duties you paid can be claimed back from your local customs authority. For more info, please contact your local post office or customs authority.



Warranty claims are reviewed on a case-by-case basis and procedures can vary depending on the brand, product, and issue. We will keep you updated at each stage of the claims process, and we will make every effort to offer a resolution as quickly as possible.

Warranty Exclusions

There are some exclusions to our Warranty Policy, as detailed below:

- Warranty is non transferrable and applies to the original purchaser only. Proof of purchase may be required.
- Chain Reaction does not warrant against failure or damage due to misuse such as, but not limited to, incorrect installation, poor maintenance, abuse or neglect, using the product for something other than its intended purpose or alteration of the product unless expressly permitted in writing by Chain Reaction.
- Chain Reaction does not warrant against corrosion and/or deterioration caused by material fatigue defined as the natural breakdown of materials that occurs after extended use.
- Chain Reaction does not warrant against general wear and tear from use of apparel, components, accessories, or consumable items.
- Most brands do not warrant against bearings and spokes under warranty for more than a couple of months (3-6 average) as they are classed as 'consumable' parts.
- Some brands have specific maintenance requirements which, if not met, can void your warranty.
- Products returned in an unclean or otherwise unsatisfactory condition may be refused and returned.
- Products which have been damaged in return transit due to insufficient packaging may be refused.

This Warranty Policy does not affect your statutory rights. For purchases made in Australia, see our Australia Terms and Conditions (linked in our website footer).



Note, faulty items are not included in our standard 28-day Return Policy.
