

## RETURN ITEMS

Please note that the costs for returning the item to us are non-refundable, unless you are returning an item because of an error on our part or because it is damaged or defective. In these cases we will be happy to reimburse your costs in returning it to us, up to £5. We are able to arrange collection of items at a charge of £5.00.

Refunds for items bought as gifts can only be given to the original payer, and if you decide to swap an item, we can't stop the payer knowing. Please note that if you applied a promotional code to your order with a minimum spend requirement and the return of your item(s) brings your order total below that threshold, your order will no longer qualify for the promotional code conditions. As a result, the refunded amount will be adjusted.

## PRODUCTS WE ARE UNABLE TO REFUND

In the interest of hygiene we are unable to accept returns of the following items:

- Underwear/lingerie, hosiery and swimwear unless the item is clearly unopened.
- Hats and hair accessories unless unworn and the tags still in place.
- Pierced earrings and pierced body jewellery - we are unable to refund or exchange any pierced jewellery.
- Quilts, duvets, pillows and bedding unless the original packaging remains undamaged and unopened.
- Cosmetics, toiletries, feminine hygiene products and towels, we will accept returns if they are in a saleable condition with unbroken seals and packaging, and only if supported by a valid proof of purchase (your despatch note) for exchange or refund.
- Food and Beverages, unless they are unopened with any seals and shrink-wrap intact.

Donations made in the checkout can also not be refunded.

## YOUR DETAILS

Name

Order Number

Postage Refund\*

			YES (POP)	NO (N/A)	COLLECTION

\*POP (Proof of Postage) Send your return to us and obtain proof of postage (a certificate of posting is available free at the Post Office). This should be kept in a safe place in case you need to claim compensation from the carrier. We regret that we cannot accept responsibility for goods in transit from our customers.

Code	Item Description	Colour	Size	Qty	Reason	Refund	Exchange

Returns reasons: 1) Not as described/appearance differs from website image 2) Damaged 3) Faulty 4) Incorrect product received 5) Poor quality 6) Disliked product 7) No longer required 8) Too small 9) Too large 10) Other (please specify in the 'reason' box)

## EXCHANGE DETAILS

Please note exchanges are available only for identical products or different sizes.

Code	Item Description	Colour	Size	Qty	Price

If you have any queries contact us by email at [enquiries@naturalcollection.com](mailto:enquiries@naturalcollection.com) or phone 0333 400 0463.

**Address for returned items:** Natural Collection Returns, PO Box 1000, Gateshead, NE85 2BS