



# TNL Returns Information

**Return Address:**  
The Nappy Lady Limited - Returns  
Unit C, Linsford Business Centre  
Linsford Lane  
Mytchett  
GU16 6DL

If you would like to return any goods purchased from us, please complete this form and return it along with the goods.

## Returns & Refunds Up To 100 Days After Delivery

- Items returned to us within 30 days of delivery will receive a full refund to the original payment method.
- Items returned to us 31 to 100 days of delivery will receive a credit note for the full value of the goods. Credit note will be valid for 3 months.
- Should you choose to return part of an order that qualified for a promotion (e.g. multibuy offer, free product offer), the value of that discount / promotional item will be deducted from any refunds due as applicable.

## Returned items must:

- Be unused
- In their original condition including all packaging, labels or tags
- Be unwashed
- Be in a new resaleable condition

## Return Shipping Costs

- You are responsible for the cost of returning any goods and the risk of loss when returning them.
- We recommend that you send returns via an insured tracked delivery service

## Ordering While Pregnant

- If your 100 day return window expires **BEFORE** your baby is born, you have an additional extended return period of up to 30 days **AFTER** the birth of your baby. If claiming a refund based on 30 days from the birth of your baby, please enclose a copy of the baby's birth certificate for verification.

\*Full T&C's can be found at <https://www.thenappylady.co.uk/returns-refunds.html>

If you would like any help choosing the right product or have any questions at all, just email us on [advice@thenappylady.co.uk](mailto:advice@thenappylady.co.uk) We are always on hand to answer any questions you might have.

*Wendy & Team Nappy Lady*

Customer Name:	
Order Number:	
Item(s) being returned:	