

TNL RETURNS INFORMATION



Return Address:

The Nappy Lady Limited - Returns
Unit C, Linsford Business Centre
Linsford Lane
Mytchett
Surrey
GU16 6DL

If you would like to return or exchange any goods purchased from us, please complete please complete this form and return it along with the goods to us within 30 days of the date of dispatch.

- Returns must be unused, unwashed and in a resaleable condition.
- If your order completed before your baby was born, you have an 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.
- Please indicate return or exchange below. Any refund will be made to the original payment method.
- If there is an additional balance to pay, we will contact you to arrange for the additional payment. If a refund is due this will be arranged in accordance with our refund policy.
- 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 will be deducted from any refunds due as applicable.
- 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.

*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 or complete our questionnaire. We are always on hand to answer any questions you might have and to help in your reusable nappy journey.

Wendy & Team Nappy Lady

Customer Name:	
Order Number:	
Item(s) being returned:	
Reason for return:	
Refund or exchange:	
If you would like an exchange then please specify what you would like to exchange to:	