



## RETURNS FORM

### Customer Details:

Name

Telephone

Address

Postcode

Invoice/Order Number

### Items for Return:

Product description

Qty

Product description	Qty

### Reason for Return:

Changed Mind

Doesn't Fit

Damaged

Wrong Product

Faulty

Other

### Action Required:

Refund to original payment method

Replace item (only applicable if damaged or faulty item)

## WAYS TO RETURN

1. Return by Recorded Post

Post your item(s) to:

Nevontaii Ltd  
Quarry House,  
Glenluce,  
Newton Stewart,  
Scotland,  
DG8 0NT

We recommend that you use a reputable courier or Royal Mail (postal service) recorded delivery (T&C's apply).

2. Return by Hermes Collection

Have your parcel collected from your address by Hermes.

Email us on [admin@nevontaii.com](mailto:admin@nevontaii.com) to arrange a collection.

Return cost will be billed to you (T&C's apply).

## TERMS AND CONDITIONS

Nevontaii® clothing strive to give all customers complete satisfaction with their purchases. If for any reason you are unhappy with a product that you have received, you can return it for a full refund within our Returns Policy.

### Conditions of Refund

Upon receipt of your item, you have a 14 day period to return eligible items for a refund. This period includes weekends and bank holidays. Please contact us at [admin@nevontaii.com](mailto:admin@nevontaii.com) to inform us of your intent. Refunds are made back to the original method as per your order and can take up to 7 days to process.

### No Exchange Service

Due to the nature of fast-moving stock, we are unable to offer an exchange service. If you would like to replace your item with another, we recommend that you place a new order to ensure stock is allocated for you. This will also allow us to provide a quicker delivery service and you will receive your replacement item sooner.

### Faulty or Incorrect Items

In the event that your item is faulty or you have been sent an incorrect item, please contact us immediately via [admin@nevontaii.com](mailto:admin@nevontaii.com). Once we receive your items, we will endeavour to process your return as quickly as possible and deliver a replacement item. All faulty items are subject to inspection. If the item you returned is not considered to be faulty through inspection, it is the consumer's responsibility to incur the postage cost to return the item(s) back.

### General Conditions

All items returned must be in their original packaging and exact condition as sold and received. Items must not show any sign of damage, been worn and must be free from any odours (including cigarette smoke). Items received back in a non-resalable condition will be returned back at a cost to you.

When returning items by recorded post, we are unable to accept responsibility for items lost in transit.