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EXCHANGE/RETURN

HOW TO EXCHANGE:

ITEMS WITH A SCHOOL LOGO CANNOT BE REFUNDED, ONLY EXCHANGED. TO EXCHANGE, YOU HAVE 30 DAYS FROM THE SHIPPING CONFIRMATION DATE OF YOUR ORDER. MERCHANDISE MUST NOT BE WORN, NOR WASHED, OR ALTERED AND WITH TAGS STILL ATTACHED. RETURNED MERCHANDISE SENT TO HELLO NELLA THAT DOES NOT MEET THE EXCHANGE POLICY WILL NOT BE REFUNDED AND ITEMS WILL NOT BE RETURNED BACK TO THE SENDER.

1. Place a new order on the size you would like

2. Enter the new order number below.

3. Enter the order number you would like to return along with the return label that was sent with your order.

4. Fill out the form below. Once it is received, a refund will be issued on your return order.

5. It must be a complete exchange. returned items style must match new purchased items style.

6. Please complete the information below and include this form with your exchange, be sure to keep a copy of the completed exchange for your records.

HOW TO RETURN:

ITEMS WITHOUT A SCHOOL LOGO CAN BE REFUNDED OR EXCHANGED. TO RETURN, YOU HAVE 14 DAYS FROM THE SHIPPING CONFIRMATION DATE OF YOUR ORDER. ADULT SIZE XL AND UP ARE FINAL SALE. MERCHANDISE MUST NOT BE WORN, NOR WASHED, OR ALTERED AND WITH TAGS STILL ATTACHED. RETURNED MERCHANDISE SENT TO HELLO NELLA THAT DOES NOT MEET THE RETURN/EXCHANGE POLICY WILL NOT BE REFUNDED AND ITEMS WILL NOT BE RETURNED BACK TO THE SENDER.

1. Enter the order number you would like to return along with the return label that was sent with your order.

2. Fill out the form below. Once it is received, a refund will be issued on your return order.

3. Please complete the information below and include this form with your return, be sure to keep a copy of the completed return for your records.

ALL RETURNS/EXCHANGES MUST BE SHIPPED TO: HELLO NELLA 225 S. MARKET ST INGLEWOOD, CA 90301

Return Order Number: _____   New Order Number: _____
(For exchanges only)

Name: _____   Phone Number: _____

Address: _____

City: _____   State: _____   Zip Code: _____

Email Address: _____

Item(s) being returned or exchanged:
_____
_____
_____

Reason for item(s) being returned or exchanged:
_____
_____
_____
_____