

**Returns by Post:** 1) Please complete the table below, remembering to include your Sales Order Number and reason code.

2) Enclose the form in the package with the items you wish to return or exchange. Send the package to: Nana's Manners, 42 Southwark Street, London SE1 1UN

3) Please obtain Proof of Postage at the Post Office when returning the item(s) to us and keep this in case we do not receive the returned parcel. We cannot accept liability for returned goods lost in transit. We will process returns within 14 days of receipt. Please note; return postage charges are non-refundable unless your order was faulty or incorrect.

Name (as on your order)	
Email address	
Sales Order Number (found on your Sales Shipment note or on your email confirmation)	

Product Description	Quantity Returned	Reason Code *	Exchange or Refund?
Additional Comments:			

Reason for Return Codes *			
A - Unwanted item/gift	B - Wrong colour	C - Faulty	D - Looks different to online
E - Arrived too late	F - Incorrect item received	G - Damaged on arrival	H - Other (please specify)

If you would like further information please email [shop@nanasmanners.com](mailto:shop@nanasmanners.com)

For full terms and conditions and further details on returns please go to [www.nanasmanners.com](http://www.nanasmanners.com)