

# ECO by Naty®

## RETURN FORM

If you live within EU and are not fully satisfied with your product you always have the possibility to return your item within 14 days after you have received the item(s). You will receive a full refund for the item, excluding the return cost for the item. All items should be returned in perfect condition and not worn, used or washed. Returns will only be accepted if labels and original packing are fully intact. Also, it helps if the original receipt that comes with the shipment is enclosed together with the returned products so that we have all information.

CUSTOMER NAME .....	DATE OF RETURN.....
CUSTOMER ADDRESS.....	PHONE.....
.....	EMAIL.....
PURCHASE ORDER NUMBER.....	.....

PRODUCT(S)	ART.NO
.....	.....
.....	.....
.....	.....
.....	.....
.....	.....

RETURN/EXCHANGE

Return     Exchange

DETAILS - Please specify desired product exchange (Size, Color, etc.)

.....

.....

.....

.....

- ### HOW TO RETURN
1. Fill out the Returns Form, let us know who you are, what item(s) you are sending back, what's wrong and if you need a refund or exchange.
  2. Pack your items in a suitable package bag/box (we'd really like to try and keep waste to a minimum, so please consider the environment and re-use our packaging as much as possible).
  3. Please ship the items in the post to us. We're not responsible for returns in transit so please use a recorded service to make sure they arrive safely.

Returns/Exchanges should be sent to:  
Attn: Naty Return  
Thomas Dachser Way  
Northampton NN4 7HT  
United Kingdom

We will take care of everything when your goods arrive back and we'll let you know if there's anything we need to talk to you about. If your order was paid with a credit/debit card, the money will be transferred to the card used at the purchase. These transactions can take up to 3-8 bank days. When we've accepted your return and transferred the money, you will hear from us.