

## Something didn't fit? This is how you make a return!

- You can simply register your return online in My Pages, by clicking "Register a return".  
Not a member? Register your return at <https://nelly.com/eu/return/> or <https://nlyman.com/eu/return/>
- Don't want to or can't register your return online in My Pages?  
Fill out this note and include it in the package with the products you want to send back. You'll find the customer ID, order ID and other info in My Pages, or on the note included in your delivery confirmation.
- We do not have an exchange system, so if you wish to exchange the product for another size, you can just place a new order!
- Stick the return label on the package and deliver it to your postal service – Done! **Just remember to save the receipt until we have registered the return and you have received a return confirmation via email.**

FY!! You are responsible for the return costs – Either it's deducted from your refund or added to your invoice. If it's a defective item, then we'll of course be responsible for the return shipping!

You'll find all the info regarding returns and return fees at [Nelly.com](https://nelly.com) and [NLYMAN.com](https://nlyman.com) under CUSTOMER SERVICE.

We'll send you an email as soon as we have received and processed your return – afterwards we will start your refund or adjust your invoice.

Order ID: \_\_\_\_\_

Customer ID: \_\_\_\_\_

Article number	Product name	Amount	Return code	Comment

## Returkoder:

1. Too big
2. Too small
3. Ordered several products to choose from
4. Not satisfied with the material
5. Does not look like the picture
6. Wrongly delivered product
7. Late delivery
8. Withdraw purchase
9. Broken/defective

## Right of withdrawal

You always have 14 days right of withdrawal according to the Consumer protection legislation.

This means that you as a customer have the right to withdraw your purchase by registering your return online or by letting us know otherwise about your return 14 days after receiving your package, at the latest. The product must be sent back well packaged. If the package is not returned in acceptable condition, Nelly has the right to do a deprecation deduction.

Products with broken seals, such as makeup or intimate products, cannot be returned for health and hygiene reasons and therefore are an exception to the right of withdrawal.