

DELIVERY & RETURN POLICY

LEAD TIME

The estimated delivery time is 3-5 days working days from purchase; delivery costs for your order are calculated within the checkout stage. Delivery is free to UK mainland postcodes on orders over £150.00

Please note that all references to delivery are in working days and **DO NOT** include weekends or public holidays. If you order item states 3-5 day delivery, it will be delivered to you by 3-5 working days. We endeavour to deliver your order to you by the estimated delivery date stated, however this is not a guaranteed date. You will receive your order tracking details as soon as your order has been dispatched

DELIVERY CHARGES

We offer free delivery for all orders above £150.00 to anywhere in UK Mainland (**Zone A**). Under £100 it is £9.99

Scottish Highlands & Islands incur an extra charge of £15. Please make sure you click this charge on checkout. Failing this would result in your order cancelled or you being invoice for the extra charge. This will delay your order.

Applicable postcodes: AB1-9, AB36-38, AB40, AB55-56, AB99, FK17-21, HS1-9, IV, KA27-28, KW, PA20-49, PA60-98, PH15-26, PH30-44, PH49-50, ZE, TR21-25, PO30-41

If in doubt please contact us before ordering.

For items in stock we use Parcel Force. We say to allow 1-3 working days. Saturday and Sunday are not working days.

COLLECTION SERVICE - Our Collect In-store Service is available on all in stock items at our Droitwich Shop 20 St Andrews Street, Droitwich, Worcestershire WR9 8DY.

Once Payment has been confirmed, please call a member of the team on 01905 772860 to confirm your collection date.

Collect in store service is available either on the same day or next working day. We will inform you via email as soon as it's ready for collection.

WHAT PROOF OF PURCHASE DO I NEED TO BRING WITH ME?

For security purposes you will need to bring with you the following pieces of information and I.D:

Copy of your order confirmation

Proof of address

The card you used to pay or your PayPal I.D.

If you require a product urgently please call or email before placing the order and we will advise of a collection time.

INSURANCE - A signature is required upon delivery. All orders are insured; goods must be opened and checked for damages. All new items come with supplier guarantee so please check all item paperwork, and remember to register the guarantee.

DELIVERY TIME SLOTS

We advise customers to provide us with a mobile number when placing an order which will be used by our courier to send you an SMS message on the morning of delivery. Please note deliveries are between 8am to 6pm and the hour slot cannot be chosen.

ITEMS DIRECT FROM SUPPLIER

Delivery times reflected in our product descriptions are based on estimates from our suppliers. While it is usual for most products to be delivered within the quoted time frames Nelly Noo reserves the right to amend product information and delivery schedules due to supplier delays, changing conditions and product discontinuations.

In the event of a delivery delay Nelly Noo will notify you promptly, but we will not be held responsible for delivery delays beyond estimated delivery times.

POSTING AND PACKAGING

At Nelly Noo we operate a recycling policy and frequently re-use original packaging to ship brands or products that are different to those that appear on the original box. If you receive a package that has a different brand or product on the box other than you are expecting, please open the box to determine if the product is incorrect.

Additionally, we will occasionally pack smaller items in with larger items – please double check the contents of the box.

FAILED OR MISSED DELIVERY - If you miss the delivery of your order, you must respond to the card left by the couriers. If this is ignored the courier will re-attempt delivery the next working day. If this redelivery is again unsuccessful, the item will be returned to the courier's depot for further instruction and eventually returned back to Nelly Noo. If this occurs then the buyer will be responsible for re-delivery charges.

WRONG DELIVERY ADDRESS

If you provide us with a wrong delivery address and another party signs for your goods, then Nelly Noo cannot be held responsible for any loss you may incur as a result.

However if you contact us we will try and help you with any information you might require

RECEIVING YOUR ORDER - Please check all the items you have received as soon as possible, so you can make us aware of any issues within **48 hours of receiving the delivery**. We have a limited amount of time to raise issues with our suppliers and delivery partners and cannot guarantee that they will cooperate in resolving any issues after this time period. We will accept return orders/items within 14 calendar days of you receiving your order, with a further 7 calendar days for you to post the items back to us. Items must be in brand new condition and show no signs of wear; it must also include all original packaging, as well as having all tags and labels still attached.

RETURNS - Original boxes and other packaging, in which our products are sold in, are considered part of the product and therefore must also be returned to us in an undamaged and unused condition. We will not accept items returned without the branded packaging and labels/tags.

Please note that any costs incurred returning unwanted items to us are at your own expense unless the return is a result of our error or is faulty. Please email or telephone us before returning any item stating your reason for return. We can arrange a collection for you at a cost of £20 per parcel, which can be deducted from your refund for goods returned or paid for up front.

RETURN EXCLUSIONS

Due to hygiene and safety standards we are not able to exchange or refund car seats/bases, mattresses, or accessories which have been used unless faulty or damaged.

REFUND PROCESS

A return will be processed within 2-3 days of it being received at our warehouse; this may take longer during sale periods and holidays. The refund will be credited back to the original payment method. Card payments can take up to 10 days to show on your account due to varying processing times between banks