



North Coast 500 Returns (online shop)

ORDER DATE	ORDER ID	NAME	EMAIL

WHAT YOU ORDERED

PRODUCT CODE	DESCRIPTION	SIZE	REFUND (please tick)	REASON CODE* (1,2 or 3)	EXCHANGE (please tick)	NEW SIZE	NEW COLOUR

NC500 RETURN OR EXCHANGE POLICY

Clothing Items

We accept returns or exchanges for clothing. Exchanges only apply for the same item in a different size or colour. Please return the item within 14 days of purchase, in a fully sellable condition with all components and its original packaging intact. Customer is responsible for the return postage cost for returning unwanted clothing items to us. However we will refund the return postage cost for any defective or wrong item sent. Refunds will be processed within 14 working days of receipt of the parcel at our warehouse.

Other Items (Gift, Passport, Local Artisans...)

Beyond clothing items, we will not accept any returns or exchanges unless the item is damaged/defective on arrival or the wrong item was sent to you by mistake. Please return the item within 14 days of purchase, in its original packaging. We will refund the return postage cost for any defective or wrong item sent. Refunds will be processed within 14 working days of receipt of the parcel at our warehouse.

* Reasons for Returns

1. Faulty/ item damaged on arrival (any items)
2. Incorrect item received (any items)
3. Does not fit properly (clothing only)

HOW TO RETURN TO US?

1. Print and complete this form, then pop inside your parcel
2. Please send your return parcel to: **Haven Products, 21 Harbour Rd, Inverness, IV1 1SY**