



# nelly noo

## Buying Guide

Nelly Noo will only buy excellent quality, nearly new clothing, footwear, toys and equipment. To help you understand what we will accept, please carefully read through our buying guide to avoid disappointment.

- We will update our facebook page to let you know what we need, so please check here first.
- Please do contact us before bringing items into the shop.
- All items must be freshly washed and neatly folded.
- We may ask you to leave your items with us to give us time to go through them properly.
- We aim to pay between 10% and 40% of **our** retail price.

Neither of us are under any obligation; you may not like the quote we offer and we might not want to buy your items, and that is totally OK, no problem either way!

Please do get in touch if you need any further information.



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## Returns Policy

Here at Nelly Noo, we want all our customers to be 100% happy and love what they've bought. Our returns policy is here just in case you need to bring back your items.

- Items must be returned within 7 days of purchase.
- Please bring your receipt as proof of purchase and date.
- All tags must still be attached.
- Items must be returned in the same excellent condition they were bought in.
- Returns are subject to owner's discretion.
- An exchange or refund may be offered as an alternative.