



## Exchange and returns form

Thank you for your order! We recommend that you carefully inspect your items when the order arrives. Please contact our Customer Service [info@nosh.fi](mailto:info@nosh.fi) immediately if any of the items are damaged upon arrival.

Please fill in this form and return it to us with the product you wish to exchange or return, within 14 days from the day of receiving the order. The returned or exchanged items must be in perfect condition, unused, and in original packaging with hangtags attached etc. If you wish to exchange a garment for a different size or colour, the exchange is free of charge. In case you would like to exchange the same item more than once, new shipping charges will apply.

**Fabrics that are cut to measure cannot be exchanged unless they are defective.**

It is important to request a free return pick-up via [info@nosh.fi](mailto:info@nosh.fi) for all exchanges and returns. Please state clearly the original order number, your name, the original delivery address, the pick-up address and the list of items to be returned or exchanged. Also please note in this form what is the exact reason for the exchange or return.

In case of any complaints, we kindly ask you to return the item(s) to us as soon as possible. Please fill in the form below and include this with your shipment. We will get in touch with you as soon as possible. If you return the parcel without requesting a free pick-up in advance, shipping charges will apply.

*NOSH will not accept the complaint if the product has not been cared for according to the instructions, if the product shows normal signs of wear, or if the product is damaged by some external factors.*

**CANCELLATION**       I wish to cancel my full order

**DATE** \_\_\_\_\_

**NAME** \_\_\_\_\_

**ADDRESS** \_\_\_\_\_

**TELEPHONE** \_\_\_\_\_

**E-MAIL** \_\_\_\_\_

**ORDER NR** \_\_\_\_\_

**TOTAL VALUE OF RETURN** \_\_\_\_\_

**IBAN ACCOUNT NUMBER** \_\_\_\_\_

Item name	Prod. code	Size	Pcs	Return / Exchange code	I'll exchange to size:

**Return / Exchange codes:**

1. I want to cancel my order	2. The garment doesn't fit
3. The garment is too big/ small	4. The product is not what I expected
5. Other reason	

In case of a defect product, please describe the defect: When did you notice it? How did you wash/ care for the garment? Which detergent did you use? etc.


**REQUEST A FREE RETURN PICK-UP FROM:  
[info@nosh.fi](mailto:info@nosh.fi)**

NOSH customer service: [info@nosh.fi](mailto:info@nosh.fi)

# NOSH

## Thank you for your purchase!

All NOSH fabrics and clothes are made of high quality organic cotton, which is very gentle for the skin. Furthermore, our colourful products are produced with water-based reactive colours. Not only our cotton but also the textile dyes are certified according to the Öko-Tex 100 standard. This means NOSH products are clean and safe to use.

Please remember to wash and care for your new NOSH product according to the below care instructions. This way the colours will stay beautiful for a long time and you can enjoy the garment longer!

## CARE INSTRUCTIONS

- Please use washing detergent that does not contain bleach.
- Wash the product according to the washing instructions, at the highest possible temperature. This is important especially when washing the garment for the first time.
- Wash the garment inside out.
- Do not soak the product or put it in the washing machine alone.
- Remove any stains as soon as possible and leave the pre-washed garment waiting for the normal wash; please do not soak.

## WASHING INSTRUCTIONS PER FABRIC TYPE

### Jersey (Prints, Stripes & Unicolour) / Single / Cotton Lycra Sweatshirting / Denim Look College / Rib / Terry / Velour

- Machine wash at 40°C
- Wash with similar colours, inside out
- Iron at maximum of 150°C on the reverse side
- Do not tumble dry
- Do not dry clean
- Do not use chlorine bleach
- Shrinkage 5 – 8%

### Interlock

- Machine wash at 60°C
- Wash with similar colours, inside out
- Iron at maximum of 150°C on the reverse side
- Do not tumble dry
- Do not dry clean
- Do not use chlorine bleach
- Shape while wet
- Shrinkage 5 – 8%

### Flamé

- Delicate wash at 40°C
- Wash with similar colours, inside out
- Iron at maximum of 150°C on the reverse side
- Gentle tumble dry allowed
- Do not dry clean
- Do not use chlorine bleach
- Shrinkage 5 – 8%

### Jacquard knit

- Machine wash at 40°C
- Wash with similar colours, inside out
- Iron at maximum of 150°C on the reverse side
- Do not tumble dry
- Do not dry clean
- Do not use chlorine bleach
- Shape while wet
- Shrinkage 5 – 8%

**Thank you and enjoy your new NOSH product!**

NOSH customer service: [info@nosh.fi](mailto:info@nosh.fi)