



Order Cancellation Form

Returns & Refunds

We understand that sometimes we change our mind or decide a purchase isn't quite right for us. At Natroma we offer a no quibble refund of the cost of the goods in your order providing they are returned to us in an unused and saleable condition. If after receiving your order you decide to return any items to us, please send us an e-mail within 14 working days of receipt of the goods. If you have any queries about the suitability of items ordered or need help to return any items, please send us a message via the contact page or call 01384 399451.

When returning items, please print out this form and complete the information below. Include the form inside the parcel when you return the items back to us in their original packaging. Soaps and bathing items should be still packaged and not used in water. Items in jars, tubes, bottles or airless pumps should be un-opened and un-used. External hamper wrappings may be opened, but their contents must be un-opened and un-used. We suggest that you obtain a proof of posting when you return any items to us, since we cannot issue refunds on parcels which are not delivered back to us.

Please note that we do not refund postage on returns, so you'll need to pay for the postage costs associated with the return of any items. Refunds for the value of goods will be issued as soon as possible once the items are back with us, and at the latest within 30 days of the original order date. Sorry but for hygiene purposes we are unable to offer refunds on pierced earrings or cosmetic items that have been used.

Please return to:

Natroma & The Natural Soapworks, Workshop 7 Ruskin Glass Centre, Wollaston Rd, Stourbridge, DY8 4HF

Order Reference: _____

Date Ordered: _____ Date Received: _____

Your Name: _____

Address: _____

Items being returned: _____

Reason for cancellation: _____

I would like to cancel my contract of sale of these Natroma goods.

I understand that I will need to pay for the postage to return these goods, and that this will not be refunded by Natroma & The Natural Soapworks.

Signature: _____ Date: _____

Once the goods have been returned they will be inspected and a full cost of goods refund will be issued if the items are returned in their original packaging, un-used and are in a saleable condition.
