

### BNA Returns Policy

If you aren't happy with your product, you can return it within 28 days for a full refund (UK customers only).

Please contact us at **webmaster@bna-naturalists.org** with the reason for your return and we will provide instructions for its return. If the goods are faulty, we will refund the full cost of postage.

For non-faulty items you will be required to cover the post and packing. Refunds will be processed within 7 days of receipt of returned goods.

If you require an exchange please return them as above and once it has been received a replacement will be sent to you.