

Delivery & Returns

Delivery

We provide delivery all over the world and send Royal Mail 2nd Class, if dispatched from the UK, as soon as the order is received and prepared. Customers are requested to wait an extra few days after the estimated delivery date for their order to arrive, however if your order hasn't been received after that time we ask that you contact us at sales@neamapapa.com or on +233 27 772 2919 A.S.A.P. and talk to a member of our staff about your order.

Returning Your Order

Dissatisfied with your order? No worries. We've made the returning process fuss-free, just make sure that we receive the item(s) within 30 days of you receiving them.

Also make sure that you:

- Indicate by email to sales@neamapapa.com, your intention to return the items within 7 days of receipt, and we will accept all returns except those deemed to have been damaged by the customers and those listed under "Restrictions" below. Please include the order number.
- Pack items securely and safely to prevent any loss or damage during transit and with all original packaging (tags etc.).
- Include your dispatch note as a proof of purchase and fill in the returns form.
- Log into your online account and register your return.

Reasons For Returning

We'll accept returns for any of the following reasons:

- The products are of unsatisfactory quality.
- The products are not as described on-site.
- The products do not fit properly.

Restrictions

We're unable to accept returns of the following reasons;

- items which cannot be accepted for hygiene reasons.
- items marked as "non-returnable" on the product detail page.

If any of the above items are returned, we won't be able to offer a refund and the items will not be returned.

HOW TO RETURN YOUR ORDER

Returns By Post

We always recommend that you use a tracked delivery option when sending parcels back.. Send your return to:

Neamapapa, No. 11, 4th Ostwe Street, South La Estates, Accra, Ghana. Ghana Post
Address GL-007-8655.

Exchanges

We're currently not able to offer online exchanges, so simply follow all the steps to return and place a new order on-site.

Refunds

Please allow 14 days from the date you return your order to us for your refund to appear in your bank account. If you're ordering in a currency other than Pounds Sterling your refund will be issued in your local currency at your bank or card issuer's exchange rate. Remember that unless your entire received order is faulty, we won't be able to offer a refund on shipping costs.

For any queries regarding your return/exchange please email us at sales@neamapapa.com. Please see our [Terms and Conditions](#) for further applicable information.

Please note that we comply with all distant selling regulations and your statutory rights are not affected.