

NLWA x Love Not Landfill Stop & Swap

FAQ's

How do I swap in a Covid-19 safe way?

Please refer to [UK Government information](#) on Covid-19 regarding social distancing requirements. Further guidelines outlined on the Nuw website [here](#).

Can I take part if I'm ill or self-isolating due to Covid-19?

You should only send a swap item once you have completed self-isolation requirements, but yes you can participate online whilst self-isolating. If you have an item on the Nuw app that someone wants to swap and you are unable to send it due to these reasons, please contact Nuw and the recipient to inform them of the delay in postage.

How do I arrange to collect the item from the other person?

In line with updated UK Government information on Covid-19, we ask that you post items and do not deliver/collect in person. Also, in line with the Charity Retail Association quarantine approach we recommend holding items for 72 hours before opening.

Do I have to meet people to give or receive my clothes for the swap?

In line with updated [UK Government information](#) on Covid-19 we ask that you post items and do not deliver/collect in person. Also, in line with the Charity Retail Association quarantine approach we recommend holding items for 72 hours before opening. Please follow the Nuw guidelines on other options for delivery [here](#).

How can I be sure the items I've swapped are clean?

Participants should wash their hands thoroughly for at least 20 seconds before handling items of clothing and packaging that they intend to send to someone they have swapped with. All items of clothing must be washed before being swapped.

Are the clothes cleaned before they're swapped?

All Nuw members are instructed to only swap clean clothes in good condition. If photos show marks, stains or signs of the clothes being soiled they will not be accepted for uploading to the app. If you receive a piece of clothing that is dirty or damaged you can engage the Nuw team to solve the issue. Please follow the Nuw guidelines on damage and returns [here](#).

How do I swap?

1. Download the Nuw app via www.nlwa.gov.uk/stopandswap
2. Follow the instructions to register using your north London postcode
3. Photograph the clothes you'd like to swap – follow Nuw's guidelines [here](#)
4. Upload the photos
5. Wait for your tokens to be awarded
6. Look through the collections on Nuw
7. Remember to come to the NLWA x Love Not Landfill exclusive swaps for influencer pieces and exclusive drops
8. Click on an item to swap and engage with the owner to arrange the handover by post. Please follow the Nuw guidelines on delivery [here](#)
9. Enjoy your new clothes!

Can I add any clothes to the App?

Clothes must be of high quality in good condition. Please follow the guidelines [here](#).

What if I don't like the item I've picked from the swap?

Please follow the Nuw guidelines on damage and returns [here](#).

What is the difference between the silver and golden token?

A gold token will mean you can swap your item with one of a similar high quality, likely to be designer or luxury brands in great condition. A silver token will mean great quality high end high street brands. See Nuw's upload guidelines [here](#) for more information.

I can see at the app that they offer to borrow and lend items. Will I be able to borrow or lend clothes too?

Yes, once you are on the app you can use all the Nuw facilities for free for your 33 day subscription. As a north Londoner you not only get this exclusive offer but also access to the NLWA x Love Not Landfill swaps which happen on Wednesday evenings. See [here](#) for the schedule.

Can I remove an item from the app if I changed my mind?

To remove an item from the app you'll need to contact the Nuw team via info @thenuwardrobe.com

For how long will I have my free subscription?

The free subscription (worth £7.99) will last for 33 days from the day you create your account on Nuw.

Will my subscription be automatically renewed, and will I be automatically charged for it after the free period?

Your subscription to Nuw will not be automatically renewed and you will not be charged. Nuw will notify you when your free subscription is coming to an end and you will have the choice to sign up to the Nuw app and pay the subscription fees.

Can I cancel my subscription at any time?

Yes, if you are using the free membership offered exclusively by the North London Waste Authority Stop & Swaps and you no longer want to use the Nuw app just go to Settings and Delete account. If you have signed up to a paid membership to Nuw via the App store you will need to cancel this via the App store.

How much will I be charged if I want to renew my subscription after the free period?

You will be charged £7.99 per month for a subscription to Nuw.

Can I watch the Instagram Live events if I don't want to swap any clothes?

Yes, anyone can watch the Instagram Live events with influencers (see schedule [here](#)) on the Love Not Landfill Instagram channel. If you have registered on the Nuw app as a north Londoner but are not ready to swap clothes you can still look around the exclusive NLWA x Love Not Landfill swaps on Wednesday evenings.

Can I have the app's free subscription if I do not want to be at more than one event?

Yes, you can join as many events as you like when you subscribe to the app as a north Londoner.

Can I use the app to swap outside of the dedicated north London swaps?

Yes, you will have access to the rest of the Nuw platform so can swap from the entire swap collection.

Will I be charged for swapping?

No, if you live or work in north London, you can register and download the Nuw app from this website and get a free 33 day subscription worth £7.99. Please note that bank details are not required and your subscriptions will NOT automatically re-new.

My free subscription to Nuw will run out before the next NLWA swap. Can I extend it?

Please contact the Nuw team via info@thenuwardrobe.com and they will issue a promo code to allow you to access the next block of swaps in January and February. However, if you do receive a second promo code please note that once that promo extension time has expired you will automatically be charged £7.99 per month to continue to use the Nuw app unless you cancel the membership. You will receive an email notification from your app store to alert you that your free trial is ending.