



LEATHER 13 LIMITED
REFUND POLICY

STATEMENT

At Leather 13, we put a great effort to make sure our products are quality made, fit for purpose and that they will last.

We also offer our repair services and are happy to work together with our Customers on solutions for their needs including custom modifications.

We strongly encourage our Customers to communicate any issues to us via sales@leather13.co.nz as soon as possible, so the problem can be resolved.

TERMS AND CONDITIONS OF RETURNS, REFUNDS AND REPLACEMENTS

1. Damaged goods

1.1 Genuine leather is a natural material. Each hide is unique with individual characteristics that may be visible on our products. These features may include small scars, creases, bumps, smells that wear off, or variations in colour, which are not considered a damage.

1.2 If a product arrives broken, please contact us immediately with photos of packaging and the product. We will replace it.

1.3 If a product breaks from normal wear and tear within a year starting from and including the day of delivery (e.g. a rivet pops open because of being loose), we will aim to fix it, replace the broken part or the whole product within reason. Products damaged by the Customer while not being used for purpose cannot be replaced or refunded.

2. Returns based on personal preference

2.1 We acknowledge there may be times that a Customer may want to return a product for a personal reason whether it is a size, colour or other preference. Our policy allows to return unused products within 14 calendar days starting from and including the day of delivery for a refund.

2.2 To be eligible for a return, the product must be unused and in the same condition that you received it. It must also be in the original packaging. Goods altered or damaged in any way by the Customer cannot be returned.

2.3 Customised products and clearance products are not eligible for a return, refund or replacement.

2.4 Restocking fee of 20% of product cost will apply. This is a processing fee and can't be waived.

2.5 To complete the return, the Customer must contact us via sales@leather13.co.nz within 14 calendar days starting from and including the day of delivery. A receipt or proof of purchase is required for processing.

2.6 Shipping costs are non-refundable. The cost of shipping will be deducted from the refund.

2.7 The Customer will meet the costs of sending the product back to us. It is the Customer's responsibility to make sure the package doesn't get lost. A valid tracking number is required in communication.

2.8 The refund process can take 3-30 business days after we receive and process your return.

2.9 We reserve the right to decline the refund if the return package was sent to us without our authorisation.