

Linvaro Refund & Return Policy

1. General

At Linvaro, customer satisfaction is important to us. Please read this Refund & Return Policy carefully before making a purchase.

By placing an order, you agree to the terms outlined here.

2. Returns & Refund Requests

- You have **14 calendar days** from the date of delivery to request a return for a refund or exchange.
- To be eligible, items must be returned within this timeframe and comply with the conditions below.

3. Item Conditions for Returns

Returned items must meet all the following:

- Unworn, unused, unwashed, and in original condition.
- All original tags, labels, packaging, and accessories included.
- Free from any damage, alteration, or signs of wear.
- Items not meeting these standards may be **rejected** or subject to a **partial refund** at our discretion.

4. Defective or Damaged Items

- If you receive an item that is defective, damaged, or incorrect, please notify us **within 7 calendar days** of delivery.
- Provide photos or proof to support your claim.
- We will provide instructions on how to return the item and will cover return shipping costs for valid claims.
- Refunds or replacements for defective items will be processed **within 7-10 business days after we receive and inspect the returned item**.

5. Return Shipping Costs

- For returns due to change of mind or other reasons not caused by us, the **customer is responsible for return shipping costs**.
- Linvaro is not responsible for lost or damaged packages during return shipping.

6. Non-Returnable Items

The following items are **final sale and cannot be returned or refunded**, unless defective:

- Customized or personalized products.
- Digital downloads or software.
- Clearance or promotional “final sale” items (clearly marked as such).

7. Refund Processing

- Once we receive and inspect your return, we will notify you of the approval or rejection of your refund.
- Approved refunds will be processed within **7-10 business days**, using the original payment method.
- Shipping fees (if any) are non-refundable.

8. Partial Refunds

- Partial refunds may be granted if items show signs of use, damage, or missing parts making them unsellable.
- The amount refunded will be at our sole discretion based on the condition of the returned item.

9. Order Errors & Technical Issues

- If an error occurs on our side, such as pricing mistakes or incorrect items shipped, please contact us immediately.
- We reserve the right to correct pricing or order errors and may cancel or amend orders if necessary.
- Refunds will be made promptly for valid technical or order errors.

10. Policy Updates

- Linvaro reserves the right to update or modify this Refund & Return Policy at any time.
- Changes will be posted on this page with an updated effective date.
- Customers are encouraged to review the policy prior to purchase.

11. Customer Responsibility & Communication

- Customers must provide accurate contact and shipping information.
- Keep records of all correspondence and shipping receipts.
- Failure to comply with this policy may result in denied refunds or returns.

By purchasing from Linvaro, you acknowledge that you have read, understood, and agreed to this Refund & Return Policy.

10. Contact Information

- For questions about refunds, returns, or our policies, please contact:

Email: linvaroleather@gmail.com

WhatsApp: **+27 76 204 6424**