

REFUNDS & RETURNS POLICY

Thank you for shopping with **Linvaro Leather**. We take pride in the quality of our leather goods and aim to ensure you are completely satisfied with your purchase. If, for any reason, you are not fully happy with your item(s), our Refunds and Returns Policy outlines the steps to make your return or refund as smooth as possible.

1. RETURNS

We accept returns under the following conditions:

- Items must be returned within **14 days** of receiving your order.
- Items must be **unused, in original condition**, and returned with all original packaging and tags attached.
- Proof of purchase (order confirmation email or invoice) must be included.

Please note: Personalized or custom-made items are **non-returnable** unless defective or damaged.

2. HOW TO INITIATE A RETURN

To start a return:

1. Email us at **linvaroleather@gmail.com** with your order number and reason for return.
2. Once approved, we will provide return instructions, including the return address.
3. Package your item securely and send it using a trackable courier service.

Return Address:

Linvaro Leather
36 Balvicar Road
Blairgowrie
Randburg
Gauteng, 2194
South Africa

3. REFUNDS

Once your returned item is received and inspected, we will notify you of the approval or rejection of your refund.

- If approved, your refund will be processed to your original method of payment within **7–10 business days**.
 - Shipping costs are **non-refundable**, and you are responsible for return shipping fees.
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4. EXCHANGES

If you wish to exchange an item for a different size or style:

- Email **linvaroleather@gmail.com** to check stock availability.
 - Follow the return steps above and clearly indicate that the return is for an exchange.
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5. FAULTY OR DAMAGED ITEMS

If your item arrives damaged or defective:

- Contact us within **3 days** of receiving your order.
- Send clear photos of the item and packaging to **linvaroleather@gmail.com**.

We will offer a replacement, repair, or refund depending on the issue and product availability.

6. NON-RETURNABLE ITEMS

- Gift cards
- Personalized or custom-made goods (unless faulty)
- Sale items marked as final sale

7. CONTACT US

For any questions or assistance with your return or refund, please contact us:

☐ **linvaroleather@gmail.com**

☐ **www.linvaroleather.co.za**

We are here to help you with a smooth and satisfactory shopping experience.