

RETURNS & EXCHANGES POLICY

TO RETURN

Our primary wish is for you to be satisfied with the items you have ordered. However, in the (rare, we hope) event that something does go wrong, please find below our policy and procedures for dealing with any issues relating to returns and exchanges.

RETURNS

If you are not satisfied with the item(s) you have ordered from us, you may return them to us within **21 calendar days** from the date of receipt. We will arrange a refund, provided that the product(s) is/are returned unused, complete, in perfect condition and in its/their original packaging. In the event the goods are not in their original packaging or another suitable box (so the item doesn't get squashed), we will not be able to refund you any sums paid, as the item(s) returned will be unsaleable.

If you are returning a bag, please make sure you include the slim, leather strap that was included into the packaging when you received the bag! Please note all postage charges relating to the return of items to us (other than for goods which are deemed faulty by us) are for the account of the customer. For the policy and procedure for faulty goods, please see below.

When returning items, we recommend you to use of the Royal Mail "Signed For" service or similar and obtain proof of postage together with delivery tracking. We are unable to accept responsibility for any parcels lost in transit.

Any refund will be processed using a credit to the account of the same payment source as that for which you paid for the item(s) in the first place. We aim to process any refunds within one calendar week of receipt of the items being returned.

Returns Address = ATELIER KIKA.B Limited, High Tilt Oast, Tenterden Road, Cranbrook, Kent, TN17 3PB

Where the item being returned is a GIFT: Please ensure the recipient has your Order Number as this will allow them to exchange the gift for Gift Vouchers should they so wish.

For any goods to be returned or exchanged please use the Form provided in your package.

EXCHANGES

We can only offer exchanges for alternative colours of the same product and all exchanges are subject to availability on the date of receipt of the returned items.

FAULTY PRODUCT

Please take time to read the care section on our website in respect of any items purchased - misuse of your bag or accessories could cause an unnecessary fault, and, therefore, potentially negate our responsibility as supplier of the item(s).

In the event an item acquired from us is faulty on receipt, please notify us as soon as possible by email and within 2 working days in any event and we will arrange a replacement or a refund. If a product develops a fault within 6 calendar months from the date of purchase, at our discretion, we will offer a repair or replacement. Beyond the six calendar month period from the date of purchase, we will be unable to offer either repair to or replacement of the item.

For any returns of faulty items, you are required to arrange and pay for the return of the product(s) to us. We will refund the costs of carriage up to a maximum of £5 **where the item is confirmed by us to be faulty** as a result of a manufacturing defect.