



RETURNS EXCHANGES REFUNDS REQUEST

KISS MY HIDE – AUSTRALIA™

ORDER AND CUSTOMER DETAILS

ORDER #		NAME	
AUS POST TRACKING #	<i>(to determine if within 14 days of shipment)</i>	EMAIL	<i>(mandatory for correspondence)</i>
PAYMENT METHOD		PHONE	
PAYMENT DETAILS		ADDRESS	<i>(address order was shipped to)</i>
REQUEST TYPE	<i>(Return, Exchange, or Refund)</i>	REASON	<i>(Defect/Fault, Sizing/Fit, Warranty)</i>

ORDER DETAILS

CODE	ITEM	SIZE	COLOUR	UNIT PRICE	QTY	PRICE

Please note, this form is a RETURNS/EXCHANGES/REFUNDS Request – once completed please send it to us at kissmyhide@gmail.com for review.

If your RETURN/EXCHANGE/REFUND request is not in accordance with our RETURNS/EXCHANGES/ REFUNDS POLICY, your request will be denied.

DO NOT ship the items back to us prior to receiving email confirmation of acceptance and instructions from KISS MY HIDE – AUSTRALIA™.

DEFECT/FAULT PROOFS

DES CRPTION

CHECKLIST

- RETURNS/EXCHANGES/REFUND form
- Photos & Descriptions (Defects/Faults/Warranty Claims)
- Proof of Purchase (tax invoice and/or payment receipt).

ACKNOWLEDGEMENT S

I, _____, acknowledge that:

- I have read and understood the KISS MY HIDE – AUSTRALIA™ **Terms and Conditions** and accept the **RETURNS/EXCHANGES/REFUNDS POLICY** outlined in below pages. I have checked that my request meets the requirements outlined in this policy.
- I am dispatching this request within the allotted 14 days or the six-month warranty period (for The Design Edge products ONLY).
- I will not ship the order back to KISS MY HIDE – AUSTRALIA™ prior to receiving a notification that my request has been accepted.
- I have provided all required documentation, proofs, and information to process my request.
- I have provided the correct financial details if a refund is applicable.
- All items are in the original condition and have not been worn outside, scuffed, marked, stained/dicoloured, otherwise treated (e.g. cleaned with solutions), or had tags/protective packaging removed by me.
- I have not made a returns/exchanges/refunds request for a discounted/sale item or jewellery.
- I understand that the item may no longer be available in stock and either a Special Order or Exchange may be required.
- This is not a change-of-mind request.
- This is a request for defect/fault/warranty or fit/sizing exchange only.
- I understand that KISS MY HIDE – AUSTRALIA™ will not entertain returns/exchanges/refunds for unacceptable quality that develops from misuse, wear and tear, or failure to follow manufacturer and care instructions (see CARE INSTRUCTIONS).

RETURNS/EXCHANGES/REFUND POLICY

As a stockist, we must comply with our suppliers' returns/exchanges/refunds policy. Consequently, we only offer returns/exchanges/refunds in accordance with the below policy.

1.0 RULES:

- Items must be returned in a saleable condition, unworn and unused, in its original packaging, sealed, with all tags and documents provided.
- RETURNS/EXCHANGES/REFUND forms not filled out correctly will create delays in processing.
- All orders are your responsibility until they are returned to the KISS MY HIDE – AUSTRALIA™ premises.
- Incorrectly provided financial details will not be the responsibility of KISS MY HIDE – AUSTRALIA™ and the customer will be required to assist in remediation efforts. Financial details that do not match original purchase financial details will not be processed – this is a safety measure to protect our business and our customer's.

2.0 CHANGE-OF-MIND

KISS MY HIDE – AUSTRALIA™ cannot offer returns/exchanges/refunds for change-of-mind purchases or any mistakes made when entering payment details/methods and PROMO CODES. We encourage you to review your cart and to reach out if you have any queries prior to finalising your order and payment.

3.0 DEFECTS/FAULTS

Items from our suppliers are individually inspected by KISS MY HIDE – AUSTRALIA™ staff prior to being made available for customers to purchase. Consequently, defects/faults are generally identified and remedied by KISS MY HIDE – AUSTRALIA™. Even so, sometimes defects/faults slip by us – we're human too.

If you receive an item that you believe has a defect/fault, it is your responsibility to contact KISS MY HIDE – AUSTRALIA™ by email within 14 days of shipment from our premises.

Variations in colouring, shading, patterns, markings, scarring, and other deviations caused by the inherent nature of using natural materials are not considered defects/faults (see 20.0 PRODUCT MATCH AND FIT TOLERANCE).

We will also not entertain returns/exchanges/refunds for unacceptable quality that develops from misuse, wear and tear, or failure to follow manufacturer and care instructions (see 'CARE INSTRUCTIONS').

You will be required to provide the following information in an email to kissmyhide@gmail.com for review by KISS MY HIDE – AUSTRALIA™ staff:

- RETURNS/EXCHANGES/REFUNDS form
- Order Details (Confirmation Email, Order #, Invoices, Dates, etc.)
- Photos & description of defects
- Proof of Purchase (Tax invoice and/or payment receipt, and financial details to assist in refunds).

You will be sent an email by KISS MY HIDE – AUSTRALIA™ to confirm whether your return/exchange/refund has been accepted ('acceptance email').

Ensure you regularly check your emails, including all spam and junk mail folders.

DO NOT ship the items back to us prior to receiving confirmation of acceptance from KISS MY HIDE – AUSTRALIA™.

In the event that you ship an item back to KISS MY HIDE – AUSTRALIA™ without our acceptance of an exchange/refund, all shipping costs will be at your expense and this won't guarantee acceptance of your request for exchange/refund.

Once accepted, please follow the below steps to return your items for exchange/refund:

- Print out Acceptance Email
- Repackage/Reseal order (original packaging, all documents, receipts, tags, and Acceptance Email)
- Ship the product at your cost to our postal address
- Email a copy of shipping receipt to kissmyhide@gmail.com

All orders are your responsibility until they are returned to the KISS MY HIDE – AUSTRALIA™ premises.

Ensure you package it properly to mitigate damage while in transit and choose a postal service that insures you for the value of the items.

We recommend using registered posting/tracking to ensure safe return to KISS MY HIDE – AUSTRALIA™. If an order/item is lost in transit on return to KISS MY HIDE – AUSTRALIA™, the return/exchange cannot be processed.

Once the order/s or item/s have been safely returned to KISS MY HIDE – AUSTRALIA™, they will be inspected and your refund/exchange processed in accordance with your preferences on the RETURNS/EXCHANGES/REFUND form (including the shipping cost to return the defective/faulty item to our premises).

This process will involve correspondence with our suppliers and processing on their end to source a replacement/refund; please expect delays to allow for this.

If you have elected for an exchange and KISS MY HIDE – AUSTRALIA™ has this item in stock, we will notify you when we have re-shipped the exchanged product. If KISS MY HIDE – AUSTRALIA™ does not have the item in stock, we will notify you once our supplier has dispatched the item to our premises and when it is on its way to you. Please be aware of potential postal delays.

Each instance will be handled on a case-by-case basis with KISS MY HIDE – AUSTRALIA™ acting as a go-between the customer and our supplier.

4.0 SIZING OR FIT

KISS MY HIDE – AUSTRALIA™ may entertain exchanges for reasons to do with incorrect sizing or fit, but only on a case-by-case basis and only when the below conditions have been met.

If you have purchased/collected from our premises directly, KISS MY HIDE – AUSTRALIA™ will not entertain returns/exchanges/refunds as you will be provided the opportunity to inspect and try on the items. Hence, the following Terms and Conditions are only applicable to shipped orders not purchased in person or collected from a KISS MY HIDE – AUSTRALIA™ premises...

It is your responsibility to select the correct size using provided size charts prior to ordering. You may also request further information about sizing by contacting us directly, though the customer accepts that such consultation does not always guarantee correct size.

If you do order the wrong size or fit, you may request an exchange only to change the size of the same item at the original price.

If you would like to request a size exchange, it is your responsibility to contact KISS MY HIDE – AUSTRALIA™ by email within 14 days of shipment from our premises.

All items being requested for exchange must be returned in their original condition, without damage or use, with its original packaging, tags, documents, and receipts.

To ensure this, all items purchased from KISS MY HIDE – AUSTRALIA™ must be tried on indoors on carpet or a clean, smooth floor. Apparel must be tried on over underwear. Items that have been scuffed, marked, worn outside, stained/dischcoloured, otherwise treated (e.g. cleaned with solutions), or have had tags/protective packaging removed will not be accepted for exchange.

To request an exchange, you will be required to provide the below information in an email to kissmyhide@gmail.com for KISS MY HIDE – AUSTRALIA™ staff to review:

- RETURNS/EXCHANGES/REFUNDS form
- Order Details (Confirmation Email, Order #, Invoices, Dates, etc.)
- Photos & description of defects
- Proof of Purchase (Tax invoice and/or payment receipt, and financial details to assist in refunds).

KISS MY HIDE – AUSTRALIA™ will review the submission to ensure it complies with our policy. You will sent an email by KISS MY HIDE – AUSTRALIA™ to confirm whether your return/exchange/refund has been accepted ('acceptance email').

Ensure you regularly check your emails, including all spam and junk mail folders.

DO NOT ship the items back to us prior to receiving confirmation of acceptance from KISS MY HIDE – AUSTRALIA™.

In the event that you ship an item back to KISS MY HIDE – AUSTRALIA™ without our acceptance of an exchange/refund, all shipping costs will be at your expense and this won't guarantee acceptance of your request for exchange/refund.

Once accepted, please follow the below steps to return your items for exchange/refund:

- Print out Acceptance Email
- Repackage/Reseal order (original packaging, all documents, receipts, tags, and Acceptance Email)
- Ship the product at your cost to our postal address

All orders are your responsibility until they are returned to the KISS MY HIDE – AUSTRALIA™ premises.

Ensure you package it properly to mitigate damage while in transit and choose a postal service that insures you for the value of the items.

We recommend using registered posting/tracking to ensure safe return to KISS MY HIDE – AUSTRALIA™. If an order/item is lost in transit on return to KISS MY HIDE – AUSTRALIA™, the return/exchange cannot be processed.

All shipping and handling fees incurred for exchanges is at customer cost, this includes re-shipping of the exchanged item. Postage costs are non-refundable.

Once the order/s or item/s have been safely returned to KISS MY HIDE – AUSTRALIA™, they will be inspected for condition and completeness. If there is any damage or loss of these items or documents, this may affect the outcome of your exchange and could incur a fee for us to remedy so the item can be returned to a saleable condition. Once the items condition is deemed acceptable, your exchange will be processed in accordance with your preferences on the RETURNS/EXCHANGES/REFUND form.

This process may involve correspondence with our suppliers and processing on their end to source a replacement/refund; please expect delays to allow for this.

If KISS MY HIDE – AUSTRALIA™ has the item in stock, we will notify you when we have re-shipped the exchanged product. If KISS MY HIDE – AUSTRALIA™ does not have the item size in stock, we will process a refund of the item at the original price.

Each instance will be handled on a case-by-case basis with KISS MY HIDE – AUSTRALIA™ acting as a go-between the customer and our supplier.

5.0 SALE AND DISCOUNT ORDERS

KISS MY HIDE – AUSTRALIA™ does not offer returns/exchanges/refunds on sale and discounted items. Please choose carefully prior to placing an order which includes sale or discounted items.

6.0 JEWELLERY

For hygiene purposes KISS MY HIDE – AUSTRALIA™ will not entertain returns/exchanges/refunds for jewellery.

CARE INSTRUCTIONS

1.0 GENERAL

KISS MY HIDE – AUSTRALIA™ sells numerous products comprised of various materials. Please see below care instructions to maintain product quality and increase longevity. Failure to follow the below care instructions may result in defects/faults.

KISS MY HIDE – AUSTRALIA™ will not entertain returns/exchanges/refunds for defects/faults that develop from misuse, wear and tear, or failure to follow manufacturer and care instructions (see 24.0 MISUSE WEAR AND TEAR AND CARE).

2.0 JEWELLERY

All jewellery will be provided in its original packaging from the supplier. KISS MY HIDE – AUSTRALIA™ is not a jeweller and, as such, directs customers to manufacturer cleaning the products in accordance with the manufacturer's recommendations. To ensure best hygiene practices, we recommend cleaning the products prior to wearing.

To reduce the risk of the jewellery corroding, avoid wearing it when it could get wet (e.g. while showering, swimming, etc.). Store jewellery in closed cabinets after cleaning and thorough drying.

3.0 APPAREL

Ensure you store your apparel in cool dry spaces (usually hung or folded in your closet as long as you have taken preventative measures against vermin and silver fish which can damage your clothes).

- LINEN
 - Cold wash in a machine or by hand.
 - Wash with similar colour to avoid staining/discolouration.
 - Tumble dry on warm setting or line dry in the shade.
 - Iron on a warm setting.
 - Avoid exposure to direct sunlight for long periods of time to reduce fading.
- COTTON
 - Warm wash in a machine or by hand.
 - Wash with similar colour to avoid staining/discolouration.
 - Line dry inside-out in the shade.
 - Some cotton items can be tumble-dried (refer to garment label).
 - Avoid exposure to direct sunlight for long periods of time to reduce fading.
- FISHING SHIRTS
 - Cold wash inside-out in a machine on a gentle setting or by hand.
 - Wash with similar colour to avoid staining/discolouration.
 - Line dry inside-out in the shade.
 - Avoid using a dryer – heat can damage the fibres and cause shrinkage.
- CAPS
 - Cold hand wash.
 - Air dry to maintain shape.

4.0 BOOTS

Prior to first wear, ensure you apply a fit-for-purpose leather boot protector/water proofer using a clean dry cloth. Apply in accordance with instructions on the product – usually in a gentle circular motion.

To clean your boots, apply the same principals as outlined below in 5.0 LEATHER AND HIDE ACCESSORIES cleaning segment.

5.0 LEATHER AND HIDE ACCESORIES

To increase the longevity of your leather and hide products and avoid damage due to improper care, please follow the following maintenance routine:

- After each use – quick dusting of dirt/debris
- Monthly – wipe down with water (no soap)
- One-three times/year – condition your leather
- As needed – spot cleaning
- Absolutely necessary – full cleaning in accordance with above instructions.

Please follow the below storage advice:

- Avoid direct sunlight – UV causes cracking, fading, and discolouration.
- Give the straps/handles a break – avoid hanging in closets.

- Tuck in straps to protect leather from scratching on hard embellishments.
- Avoid folding/bend/creasing leather to maintain shape and protect surface.
- Fill with bubble wrap/filler to maintain shape.
- Avoid newspaper – ink stains are impossible to remove.
- Keep cool and dry, away from moisture, in open are/inside cotton bag.
- Never store in plastic.

Maintenance of your leather and hide items is essential. Please follow below cleaning directions:

• LEATHER

- TOOLS: Soft bristle brush/toothbrush, Water, Mild soap (diluted dish soap), Clean cloths
- Gently brush off dirt/dust
- Prepare two bowls: 1. mix ½ teaspoon dish soap in 1 cup warm water, 2. clean warm water
- Dip clean cloth in soapy water (wring)
- Gently scrub small sections in circles
- Dip clean cloth in plain water (wring)
- Gently wipe of small section of suds
- Repeat until all cleaned
- Wipe off excess water
- Air dry away from sunlight
- HAIR-ON COWHIDE LEATHER:
 - TOOLS: Vacuum with brush/wire brush, Water, Mild soap (diluted dish soap), Clean cloths
 - Gently vacuum/brush in hair growth direction
 - Prepare two bowls: 1. mix ½ teaspoon dish soap in 1 cup warm water, 2. clean warm water
 - Dip clean cloth in soapy water (wring)
 - Blot small sections
 - Dip clean cloth in plain water (wring)
 - Gently blot small section of suds
 - Repeat until all cleaned
 - Air dry away from sunlight
 - Once dry gently comb out hair clumps

Only use diluted mild soaps; never use ammonia or bleach-based cleaners. Use clean sides of the cloth each rinse to avoid staining the leather with dirty water. Do not dry with machines (e.g. hair dryer).

Leather can become brittle when dry. KISS MY HIDE – AUSTRALIA™ strongly recommends conditioning your leather products after cleaning before the bag is completely dry. Use a teaspoon of leather condition per square foot of surface area – if you can see visual traces of residue then you are using too much. Work the conditioner into the leather until it is evenly spread. Let the conditioner absorb for an hour before using/storing the item. DO NOT use leather conditioner of hair-on cowhide surfaces.