



Terms and Conditions

Please read the following term and conditions very carefully

OWNERSHIP & RISKS

Please be attentive that once your product passes to you upon delivery or purchase the ownership and risk of the product is also passed to you (the customer). We advise checking to ensure your product is undamaged when received.

ALTERATIONS

No Custom requests for alterations will be accepted on any Katy Kruger products.

NON KATY KRUGER PRODUCTS

We do not repair or alter any non Katy Kruger products

RETURN POLICY

General returns:

Purchased products from Katy Kruger and it is not what you expected, or you have changed your mind? You may return full price merchandise (that is not personalized/monogrammed) for change of mind reasons within 7 days of receiving your order for a credit note of equal value (excluding shipping and handling charges)

*Please keep in mind that Katy Kruger cannot accept the returned product and cannot give a refund if:

- (a) the return is lodged after stated 7 day period from date of purchase;
- (b) the refund products has been personalized (i.e monogrammed embossing/foiling ec.)
- (c) the products is worn, used, damaged or not in its original packaging.
- (d) Katy Kruger reserves the right to refuse a return if the product shows signs of use, damage or is not in its original purchase state (including original packaging)

General warranty

Damage/defective or not what you ordered?

At Katy Kruger, we pride ourselves on quality. We thoroughly test all of our merchandise to ensure they are fully capable of standing up to use for which they are designed. Our smooth leather products must be handled with care. Scratching or damage can occur based on the natural character and nature of the leather. Our standard warranty on all of our products is 5 years from the date of purchase

CUSTOM ORDERS

Here at Katy Kruger we do custom orders for private or corporate entities, however with a minimum order quantity of 50 items per style and a once off design & pattern fee.

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