



## Returns and Refund Policy

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### Returns and Refund Policy

Last updated: 05.03.2020

Thank you for visiting and shopping at kora-swiss.com.

Please also read the Terms and Conditions Document for the <https://www.kora-swiss.com> website, operated by "Arts and Crafts The Asian Lifestyle Fröhlich" ("us", "we", "Company" or "our").

The following are the terms and conditions that constitute our Returns and Refund Policy. If you are not entirely satisfied with your purchase, we're here to help.

#### Returns

You have 10 calendar days to return an item from the date you received it. To be eligible for a return, your item must be unused and in the same condition that you received it. Your item must be in the original packaging. Your item needs to have the receipt or proof of purchase.

We would accept returns if you notify us via email at [info@kora-swiss.com](mailto:info@kora-swiss.com) within 10 days after your package had been delivered.

The following information is needed to process your request:

- 1) Your order number/ invoice number
- 2) The email address used to place the order
- 3) Reasons for return

If 10 days had gone by after your package was delivered, unfortunately, we would not be able to offer you a refund or exchange.

Please include the following information in the Return package, so that we can process the order:

- 1) Your order number/ invoice number
- 2) The email address used to place the order
- 3) Reasons for return

Without the information, we would not be able to identify and process your package. Please state clearly if you would like a replacement or refund.

#### Warranty

If you discover a fault in our delivered products, please contact us immediately including the picture of the packaging of your order with the faulty item & your order confirmation (within 3 days of receiving your parcel).

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.



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### What is NOT covered by warranty:

- Improper usage, storage, or handling of the item
- Using the item in a way that it was not designed for
- Damage caused by impact, shock, sand/dust/dirt, dampness, leaking batteries, fire, theft, attempted theft, vandalism, corrosion, frost, flooding, earthquakes, lightning, or other adverse weather conditions
- Any accidental or malicious damage

Product damaged through customer abuse or improper handling will not be accepted. Original Shipping charges and Return Delivery charges will not be refunded. Special Personalised Orders cannot be returned.

### Refunds (if applicable)

Once we receive your item, we will notify you (per eMail or telephone) that we have received your returned item. We will notify you on the status of your refund, and our approval or rejection of your refund, after inspecting the item.

If approved, your refund would be processed, and a refund made to your bank account (or original method of payment)

Please allow 28 days from the day the parcel is posted for your refund to be processed. We will email you to let you know once your parcel has been received and your refund has been processed.

Please note that it may take up to 5 working days for the refund to show in your bank account. Each item returned is refunded separately, and will show on your statement as a refund / credit from our Company.

### Shipping

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable.

If you receive a refund, the cost of return shipping will be deducted from your refund.

### Contact Us

If you have any questions about these Terms, please contact us.