

Returns & Refunds Policy

Wild Path Leather

Effective Date: 21/8/25

At Wild Path Leather, every piece is handcrafted with care. We want you to love your item as much as we loved making it. If for any reason you are not completely satisfied, this policy explains your options for returns, exchanges, and refunds.

1. Returns Eligibility

- You may return unused items within **14 days** of receiving your order.
 - Items must be in their original condition, unused, and with all packaging intact.
 - Custom or personalised items (including bespoke carving or monogramming) are **non-returnable** unless faulty.
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2. How to Start a Return

1. Email us at ana@wildpathleather.co.uk with your order number and reason for return.
2. We will confirm your return request and provide return instructions.
3. Please package the item securely and send it back using a tracked delivery service.

Customers are responsible for return shipping costs unless the item is faulty or incorrect.

3. Refunds

- Once your return is received and inspected, we will notify you.
 - Approved refunds will be issued to your original payment method within **5–10 business days**.
 - Shipping costs are non-refundable (except in cases of faulty or incorrect items).
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4. Exchanges

- Exchanges may be possible depending on stock availability.
 - If you wish to exchange an item, please contact us first to confirm.
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5. Faulty or Damaged Items

If your order arrives faulty or damaged:

- Contact us within **7 days** of delivery at ana@wildpathleather.co.uk
 - We will arrange a replacement, repair, or full refund, including return shipping costs.
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6. Belts Ordered in the Wrong Size

- Because each belt is cut to order, we cannot accept returns or refunds for belts ordered in the wrong size.
- We provide a **sizing guide** on our website to help you choose the correct fit before ordering.
- If you are unsure of your size, please contact us before purchasing and we will be happy to advise.

- If a belt does not fit due to a sizing error on your part, we may be able to offer an **alteration or remake service** at a reduced cost. Please contact us to discuss options.
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7. Repairs & Care

Because our pieces are designed to last, we also offer guidance on care and can provide repair services. Please contact us if you would like advice or assistance.

8. Contact Us

For all returns, refunds, and exchanges, please email: enq@quildnathleather.co.uk