

# TERMS & CONDITIONS

## OVERVIEW

At Holy Cow Couture, we want you to be completely satisfied with your purchase. Each bag has been carefully hand crafted. Our leather products are individual and unique. Products with slight variations in grain, color, and markings should not be considered imperfections, but rather hallmarks of genuine leather. Exchanges may be made within 14 day of receiving your item as long as it is not damaged or used. Sale items and custom orders are final purchase and cannot be exchanged. If you have any questions, please send an email to: [info@holycowco.com](mailto:info@holycowco.com)

- Returns are accepted for store credit only. This includes but is not limited to website, auction and unboxing purchases.
- Merchandise must be in NEW condition and ODOR free. Items that show signs of use will not be accepted.
- If there is a defect in the item you purchased, we do offer a full refund.
- We cannot put any item on hold for an exchange.
- Shipping charges are non-refundable. The customer is responsible for shipping an item back. If the item being returned has a defect, HCC will issue a return label.

## RETURN PROCESS

When mailing back your return, please fill out the return card that came with your purchase. After we receive and process your return, we will send you an email notifying you that your return was processed and your store credit was issued.

**Please mail your return to:**

Holy Cow Couture  
424 Lincoln Blvd. Suite #201  
Lincoln, CA 95648

## SHIPPING POLICY

Please allow 2 days for processing. Priority shipping takes about 1-4 days depending on where you live.

Holy Cow Couture is not responsible for lost or stolen packages. If you believe your package may have been stolen, please contact USPS customer service team to assist you.

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## LEATHER AND COWHIDE CARE

We use authentic cowhide and top quality leather for all our products. All hides will vary in texture, tones, and patterns. SHEDDING of hair on hide, over time, is to be expected with any hair on hide cowhide item. The amount of shedding varies depending on the hide type as well as how the hide is processed. To prevent shedding of products, limit friction that would agitate the cowhide. We do not suggest putting any fixative on hide to reduce shedding, as this will most likely ruin the hide.

We are not responsible for item wear that is a result of customer use. This includes, but is not limited to; constant rubbing, heavy packing, misuse or harsh environmental conditions. Proper care for cowhide items will increase the lifespan of the product.

To clean your item, use a mild soap and damp cloth. Never submerge cowhide or leather product into water. Leathers will have a light coat of protectant seal, this, however, is not made for moist & harsh conditions. You may also lightly vacuum cowhide if needed.

## WARRANTY AND REPAIRS

We strive to provide an excellent service in terms of quality of work, timely delivery and customer service. As a result we hope that there will be no need for complaints. However, we recognize that with handmade products, there sometimes will be errors. We therefore offer a 6 month warranty on all HCC merchandise. Holy Cow Couture will make repairs to a damaged product if the repair is a result of a HCC quality issue. After 6 months, the customer is responsible for the cost of repairs and shipping.

## FAQS

- How long will it take for my order to ship?
  - Orders ship within 1-4 business days, unless stated otherwise.
- How long will it take my order to ship if additional modifications are being added?
  - One to two weeks.
- How long do custom orders take?
  - 6-8 weeks, unless otherwise stated.
- Will I receive the bag in the picture?
  - Yes, we will send you the exact bag in the picture, unless otherwise stated.
- Where are Holy Cow Couture products made?
  - All of our products are proudly made in Oklahoma & California!
- Will Holy Cow Couture ship outside the US?
  - Yes, appropriate shipping fees apply
- Can I pay using a check?
  - No.