Policy

1) Introduction

These conditions explain the rights, obligation and responsibilities of both Lovinmybags Saudi Arabia (operating under Color Care for bags Est. CR 2051241239 and you the customer, in relation to the product and service provided from Lovinmybags KSA.

Some words in this policy have special meaning which are explained in part 2.

Under the heading meaning and words. whenever they are show in bold type they have the special. meaning otherwise,
ordinary meanings.

2. Meaning of Words.
Full items value: the value of the item as stated
on the order confirmation.

Order confirmation: A Lovinmybags document detailing the items you have booked in and the service to be carried out on them. This document details any / possible problem or restrictions.

Service / Work: the cleaning, repair, artwork, restoration or any service mentioned on your item.
You/ your/customer / client: the owner of the item.

booked for our service.
We/ Us/ Our: Lovinmybags {KSA} operating under Color Care for bags Est. CR 20551241239

- Customer is asked to contact us ahead of time to send their items to the shop.
- Customer must disclose any cleaner, paints, or any other product used on their item when giving it to us for any type of service.
- Lovinmybags KSA is not responsible for any issue or service for a job done by another branch of Lovinmybags or Lovinmybags New York in this case
Lovinmybags New York, USA to be contacted.
- Any item serviced by Lovinmybags using any product/service would depreciate the value. Also, most brands stores might not accept fixing it after performing a service from us. A first option is checking with the original store if they can restore your item.

- All items are handed with extreme care however in the case of any damage beyond our control, there are no refunds for any product / service.
- we are not responsible for metamerism which is the effect of different light sources on color, Lovinmybags will color match on natural sunlight only. Color is matched as close as possible but not 100% like the original.
- replicas and fake items are not accepted.
we don't take responsibility for the result if the service / product is performed on the fake item. In case of any dispute on the authenticity of the bag, Lovinmybags can perform authentication service, cost is on Customer.
- all prices are fixed. 100% full payment is required up front.

- it's possible we accept your item and after
evaluating it at the workshop, quotation might be changed, or item might be returned.
Customer would be advised regarding the new quotation and permission is taken before proceeding.
- leather feel (aesthetics) might change after applying our product or preform our service
- any damage or concern regarding Lovinmybags product is to be communicated with Lovinmybags New York,
and not under our responsibility.

Policy

- protection offered on new / used items depletes with time and usage. It reduces effects of dirt, stains and dye

Abaya / Jeans) transfers and delays it. However, it does notwork as an insulator. Depletion time depends on many.

factors.

- there is no warranty on any service or product offered.

- Fabric interior are not included in the restoration nor is the metal accessory.
- If your item\s has a special design please inform us to restore it to its original state.
- If your item\s is shipped to delivered through driver, the full cost is paid by the customer.
- If your dustbag is lost then we are responsible for replacing it with our own dustbags only.
- The time mentioned in the invoice is approximate. the actual service time might be longer or shorter than the mentioned duration.
- If the services were accepted by the customer (by all communication means) then cancelled. Lovinmybags might return part of the amount or fully or none of the amount.
- In case of any dispute, the pictures taken by lovinmybags are the only source for reference.

- in case of sealed or semi-sealed leathers, customer are notified and we don't take responsible of any pealing.

- in case of color change, customers have the right to check the color by WhatsApp or in the shop. Any changes on the approved color shade or removal will cause extra charges.
- Fabric cleaning results vary from 0 - %100. FullCharges will apply on all results.
- Customer have the right to choose not to post pictures of their items in social media (FB, Instagram, Snapchat). Otherwise, Lovinmybags is allowed to do so.
- we hold your item for maximum period of two months only. After that period, we are not held responsible for it. Also, Charges of 50 saudi riyal as a minimum per week will apply after the two-month period.
- if items are sent/received by courier, Customer pays for the fees and we don't take responsible for any damage or lost items.
- Service provided by us would improve the state of your item but doesn't return in as new.
- we have the right to reject a service to any customer.
- After performing our service, there is no warranty what so ever on your item.

The contract was signed in two original copies and each party was handed over a copy of the original and signed

Name:

Date:

Signature:

Contact No. / Whatsapp No: