
TERMS AND CONDITIONS

These terms and conditions outline the rules and regulations for the purchase of animal hides through our website and other sales channels. By accessing or using our services, you agree to comply with these terms and conditions.

1. Products

- 1.1 Wild Hide Co. offers premium-quality Nguni Hides, Springbok Skin, and Zebra Hides. These hides are ethically sourced and always tanned for optimal durability and appearance. This said, our products are products of nature and sold as such. Therefore, natural defects can be expected to a certain extent.
- 1.2 The images of the products displayed on our website are for illustrative purposes only. Actual products may vary slightly in colour and pattern due to natural variations.

2. International Sales

- 2.1 We welcome customers from around the world to purchase our products.
- 2.2 International customers shall be responsible for any applicable customs duties, taxes, or import regulations imposed by their respective countries.

3. Data Collection and Privacy

- 3.1 Wild Hide Co. may collect personal information from customers during the sales process.
- 3.2 Customer data will only be used internally to assess the geographical reach of the business and improve our services.
- 3.3 We are committed to safeguarding customer data and will not sell or share it with third parties without explicit consent.
- 3.4 With customer consent, we may use the data for email marketing purposes to keep customers informed about promotions and updates. Customers can opt-out of such communications at any time.

4. **Payment**

- 4.1 Payment for purchases will be accepted through Electronic Funds Transfer (EFT).
- 4.2 The total purchase price, including any applicable shipping fees, must be paid in full before the order is processed.
- 4.3 Transactions can only be finalised once funds reflect in our bank account. Please remember to send proof of payment to the email address indicated on your invoice.

5. **Exchange and Refund Policy**

At Wild Hide Co, we are committed to providing our customers with a seamless and satisfying shopping experience. We understand that sometimes you may need to return or exchange a product, and we're here to make the process as convenient as possible. Please take a moment to familiarise yourself with our 7-Day Return Policy outlined below:

5.1 Eligibility Criteria for Returns:

- All products are eligible for return within 7 days from the date of delivery.
- The product must be in its original condition, unused, unwashed, and with all original tags, labels, and packaging intact.
- Accessories, freebies, or promotional items that came with the product must also be returned.
- Personalised or custom-made products may not be eligible for return unless there is a manufacturing defect or an error on our part.

5.2 Non-Returnable Items:

The following items are typically non-returnable:

- Items that have been used, damaged, or altered by the customer.
- Products with tampered or missing branding stamp.

5.3 Reasons for Return:

You can initiate a return for the following reasons:

- Manufacturing defects.
- Wrong product received.
- Size or colour issues.

5.4 Return Process:

To initiate a return, please follow these steps:

- a) Contact our Customer Support Team:
 - Call our us at 082 457 7360 / 076 335 2289.
 - Email us at sales@wildhideco.com.
- b) Provide Information:
 - Provide your invoice number, product details, and reason for return.
 - If applicable, provide photographs showing the defect or issue.
- c) Approval and Return Label:
 - Once your return request is approved, you will receive a Return Authorisation Number (RAN).
- d) Pack the Item:
 - Pack the product securely, ensuring all original packaging, labels, and accessories are included.
 - Attach the RAN on the package.
- e) Ship the Item:
 - Drop off the package at the designated shipping location or schedule a pickup if applicable.
 - Keep the shipping receipt and tracking information for reference.
 - Shipping fees are for the customer's account.

5.5 Inspection and Refund:

- a) Inspection:
 - Once we receive the returned item, our quality control team will inspect it for compliance with our return policy.
- b) Refund Process:
 - If the return is approved, we will process the refund using the same payment method used during the original purchase.
 - Refunds may take 3 - 5 business days to reflect in your account, depending on your bank or payment provider.

5.6 Exchange Process:

- a) If you wish to exchange a product for a different size or colour, please follow the return process as mentioned above.
- b) Once your returned item is inspected and approved, we will process the exchange and ship the replacement product to you. Any price differences will be adjusted.

5.7 Customer Responsibilities:

- Ensure accurate information is provided during the return request.
- Package the product securely to prevent damage during transit.
- Cooperate with our customer support team during the return process.
- Shipping fees are for the customer's account.

Please note that our return policy is subject to change without prior notice. It is recommended to review the policy each time you make a purchase.

6. Shipping and Delivery

- 6.1 Wild Hide Co. will arrange shipping to the customer's provided address within South Africa.
- 6.2 Domestic shipping is free of charge. For international orders, additional shipping fees will be added, and customers will be responsible for these fees.
- 6.3 Wild Hide Co. is not responsible for any delays or damages that occur during shipping but will assist customers in resolving any issues with the shipping company.

7. Promotions

- 7.1 Wild Hide Co. may run promotional offers and discounts from time to time, subject to specific terms and conditions applicable to each promotion.

8. Guarantee Policy

8.1 Guarantee Overview:

Our 10-Year Guarantee Policy ("Policy") is designed to provide customers with assurance and peace of mind by offering a comprehensive guarantee for the specified products or services. This Policy ensures that the guaranteed items will be free from defects in material and workmanship for a period of ten years from the date of delivery, subject to the terms and conditions outlined below.

8.2 Guaranteed Products:

The Policy guarantees the following products, including all grades, colours and sizes of:

- Nguni Hides
- Springbok Skin
- Zebra Hides

8.3 Warranty Period:

The guarantee under this Policy commences on the date of delivery and lasts for a period of ten (10) years.

8.4 Guarantee Conditions:

- The Policy guarantees defects in material and workmanship that arise during normal and intended use of the guaranteed products.
- The guarantee is valid only for the original purchaser and is non-transferable.
- The guarantee does not cover damage or defects resulting from misuse, abuse, negligence, accidents, unauthorised modifications, or alterations to the guaranteed items.
- The Policy is contingent upon proper maintenance and care.
- Any repairs or replacements performed under this Policy will not extend the original warranty period.

8.5 Guarantee Exclusions:

- The following items and situations are not guaranteed under this Policy:
- Damage caused by natural disasters, fire, water, lightning, power surges, or any other external factors beyond our control.
- Cosmetic damages that do not affect the functionality of the guaranteed items.
- Damage resulting from unauthorised repairs, alterations, or modifications.
- Secondary or consequential damages arising from the use of the guaranteed products.
- Routine maintenance, cleaning, or adjustments.

8.6 Claims Process:

To initiate a claim on the guarantee, please follow these steps:

- a) Contact our Customer Support Team:
 - Call our us at 082 457 7360 / 076 335 2289.
 - Email us at sales@wildhideco.com.
- b) Provide Information:
 - Provide your invoice number, product details, and reason for claim.
 - If applicable, provide photographs showing the defect or issue.

- c) Approval and Guarantee Label:
 - Once your return request is approved, you will receive a Guarantee Authorisation Number (GAN).
- d) Pack the Item:
 - Pack the product securely, ensuring all original packaging, labels, and accessories are included.
 - Attach the GAN on the package.
- e) Ship the Item:
 - Drop off the package at the designated shipping location or schedule a pickup if applicable.
 - Keep the shipping receipt and tracking information for reference.
 - Shipping fees are for the customer's account.
- f) Inspection:
 - Once we receive the item, our quality control team will inspect it for compliance with our guarantee policy. If the defect is verified as guaranteed, we will repair or replace the item at no cost to the customer.

8.7 Repair or Replacement:

Depending on the nature of the defect, we will either repair the guaranteed item or replace it with an equivalent product or service. The decision will be made at our discretion.

9. Shipping and Transportation:

Any shipping or transportation costs associated with returning the defective item to our designated service centers will be borne by the customer. We will cover the return shipping costs for repaired or replaced items.

10. Limitation of Liability:

Our liability is limited solely to the repair or replacement of the guaranteed items. We are not liable for any indirect, incidental, or consequential damages arising from the use or malfunction of the guaranteed products.

11. Modifications and Amendments:

We reserve the right to modify or amend the terms and conditions of this Policy at any time. Customers will be notified of any changes through our official communication channels.

12. Intellectual Property

- 12.1 All intellectual property rights associated with our animal hide designs and customisations are the property of Wild Hide Co.
- 12.2 If a customer requests custom designs using their intellectual property, additional charges may apply, and the customer retains ownership of their specific designs.

13. Governing Law and Disputes

- 13.1 These terms and conditions shall be governed by the laws of South Africa.
- 13.2 Any disputes arising from these terms and conditions shall be subject to the exclusive jurisdiction of the courts of South Africa.