

Limited Warranty

Mikinda Designs warrants its products for six (6) months only from date of sale against manufacturing faults which are determined at Mikinda Designs discretion. Mikinda Designs does not warrant against any damages / deterioration that may occur due to site conditions or mishandling in which it has no control.



Returns

Mikinda Designs has a seven (7) day exchange policy, no exchange or refunds accepted after this period has lapsed. We do not accept returns or exchanges for change of mind or incorrect product selection. Many of our pieces are hand painted or include natural timbers. Given their nature, natural imperfections are to be expected and celebrated and are not considered reasonable reason for return. If items are not suitable to your requirements, items may be exchanged provided they are in their original packaging. Freight cost is to be covered by the buyer.

Sometimes damages & discrepancies do occur. Stock damaged in transit can be returned and credited to your account. **PLEASE OPEN THE BOXES IMMEDIATELY TO CHECK FOR ANY DAMAGE / BREAKAGES.** Claims on faulty and damaged goods must be lodged within seven (7) days from receipt of goods.

NOTE: no repairs / replacements of damaged artworks will be offered if you fail to report damages within seven (7) days of receiving the goods (as the insurance is null & void after seven (7) days).

Claims

To make a claim, you need to notify Mikinda Designs Customer Service by emailing mikindadesigns@gmail.com. You must include photos of the fault/damage for inspection/assessment, along with the corresponding invoice number. Mikinda Designs will assess the claim to determine the nature of the issue and a remedy will be made available to you within 24-48 hours (excluding weekends). You will be advised if the product is to be returned, disposed of, or if you do not have a valid claim. If you are requested to return the product to Mikinda Designs for inspection/repair, you will need to package the product for transportation and label the carton as follows: Mikinda Designs 2/76 Sarawak Avenue, Palm Beach QLD 4221. Mikinda Designs will arrange for the collection of any goods if required.