



Terms of Service & Return Policy

ORDERS

- Once an order is placed through our online shop, we will begin processing it.
- **Orders are made in order they are received.** This ensures that no Customer's order is delayed unfairly and maintains an organized production process.

Approximate production time for in-store products is as follows:

- Accessories: 1-7 days
- Wallets: 1-2 weeks
- Bags: 2-4 weeks

READY TO SHIP items will be shipped within 1-2 days after the order is confirmed.

CUSTOM ORDERS

The custom order procedure consists of the following steps:

- Customers submit a personal inquiry about their project via the **Contact Us** page.
- After reviewing the inquiry, our team contacts the customer to discuss the project in detail.
- A questionnaire is available to help determine the project's specifics.
- Once the details are finalized, an **estimated price** is provided.

THE ESTIMATE PRICE may change if different materials or techniques are required during development, as agreed upon in advance.

Production Process

The project begins once Madeoverlake and the Customer agrees on the product **development plan**.

Advanced Payment

Once the **development plan** is agreed upon, a 40% advance payment is requested to begin the process

Prototyping & Final Production:

- If required, a prototype may be crafted before proceeding with the Customer's order to ensure quality.
- Once the prototype is confirmed to be functional, the final **custom order** is crafted.

Final Payment:

Once the custom **custom order** is finished and approved by the Customer, the remaining balance must be settled before the product is shipped. The custom order will be shipped within 1-2 days after the payment is received.

REFUNDS & RETURNS

20-Year Quality Guarantee

We take great pride in the quality of our products, using only the highest-quality materials to ensure longevity. When properly cared for, our products are designed to serve you for a lifetime.

Repair or replacement

Any products found to be faulty within the **Quality Guarantee period** due to natural wear and tear are eligible for a free-of-charge repair or replacement.

Please note that the Customer is responsible for shipping the product to us, while we will cover the costs of repairs and return shipping.

RETURNS

All purchases are final. However, in the case of a product malfunction, compensation may be considered following an assessment to determine if the issue is due to our fault.

Incorrect Use or Neglect

Products that are claimed to be faulty but are found to have been used improperly or not maintained according to our care instructions will not be eligible for refunds or returns.

We do not accept returns on the following:

- **Change of Mind or Dissatisfaction**

Returns will not be accepted due to a change of mind or dissatisfaction, especially if the product meets the established quality standards and the description was thoroughly reviewed prior to ordering.

- **Incorrect Belt Sizing**

If the belt does not fit correctly due to incorrect measurements, we kindly ask that you review our sizing chart, which includes details on hole placement and overall length, before making your purchase.

- **Damaged During Shipping**

If your product is damaged during shipping, please refer to the Shipping section for guidance on how to proceed.

SHIPPING

Shipping Times:

- Europe: 7 - 12 days
- US: 9 - 21 days
- Worldwide: 14 - 34 days

Shipping Damage Responsibility

In the event that your product is damaged during shipping, shipping companies may offer compensation depending on their policies and the coverage selected. To ensure the best possible outcome, we ask that you follow these steps:

1. Inspect the package immediately upon receiving and document any visible damage by taking clear photos and videos of both the package and the affected product.
2. Record the name of the delivery company responsible for the shipment.

Once you have gathered the necessary information, please contact us at **info@madeoverlake.com**, and we will assist you in initiating a claim with the shipping company.

While we are not responsible for damages caused by third-party carriers, we will guide you through the claims process to ensure a resolution.

ADDITIONAL INFORMATION

Since all leather hides are different, not all products will look the same. That is the beauty of leather. Each item is unique in its own way.

If a selected leather is not available at the time, another leather can be suggested that is similar.

If you have any questions or concerns about anything at all, please let us know. We are happy to assist you!

Email: info@madeoverlake.com

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