



RETURN & EXCHANGE POLICY and WARRANTY POLICY

UKOALA BAG products are handcrafted with care from the finest materials. We believe in quality products, absolute customer satisfaction and excellent customer service. That is why we stand behind our products 100%.

UKOALA BAG offers a full **30-day Return & Exchange Policy** on products purchased **direct from our company**. **If purchased from a 3rd party seller, retailer, trade show, fair, festival, etc. please contact them directly for their return and exchange policy.**

Regardless of where you purchased your bag, UKOALA BAG offers a 10-year **Warranty Policy** on any hardware or stitching defects on bags. For any defects within this warranty time frame, repairs are on us. Beyond the warranty period, as well as for non-covered ripped or torn fabric, we gladly offer repair services for minimal fees.

Please be aware that our 10-year UKOALA BAG warranty is effective for bags purchased **starting January 1, 2016 and beyond**. Ripped or torn fabric is **not** covered by the warranty. We do offer repair services for a minimal fee.

Kydex Holster Products are made-to-order and are **Final Sale**. Please choose carefully. **No refunds or exchanges are permitted. If you send Kydex to us, we are not responsible for mailing it back to you.**

Our repair process for UKOALA BAG products shipped to us from within the United States takes a turn-around time of two to four weeks from the time we receive your product. Request from outside the United States will have a longer lead time. Please email info@ukoalabag.com if you are interested in our loaner program while your bag is being repaired!

WHAT WE ASK OF YOU

Please send the email to info@ukoalabag.com first to see if your bag is under warranty. Do not send bag to us with

UKOALABAG RETURN / EXCHANGE REQUEST FORM

Ukoala Bag Shipping Address

To avoid delay or confusion, please insert this form inside your return package

UKOALA BAG/SERVICE

266 Sailors Dr, Unit 5
Ellijay, GA 30540
United States of America

CONTACT INFORMATION

Order Number(online)
Date of Purchase
Name
Email
Phone
Address

Where did you purchase
Event (if purchased at an event)
Store (if purchased at a retailer)-contact store directly NOTE: If you purchased from a 3rd party seller or retailer, you must work directly with them based on their policies. We don't have access to refund you.

EXCHANGE OR RETURN: PLEASE MARK AN "X" IN THE OPTION AND FOLLOW INSTRUCTIONS.

Check	Service request	Instructions
	Exchange	Return your bag to us. Once we receive it, we will check and confirmed to be in good condition, and issue the refund. Meanwhile you can purchase another bag you want.
	Return and refund	Return your bag to us. Once we receive it, we will check the condition, and issue the refund. Please treat your Ukoala Bag kindly and nicely. If it is not in good condition, we are sorry we have to apply restock fee 20% your account- we really don't want!

WARRANTY CLAIM

Check	Service request	Instructions
	<u>Replacement for Leg Strap</u> 5 - 7 day turnaround	Email this form along with pictures showing the issue to info@ukoalabag.com Once we confirm its warranty issue, we will send you a replacement free of charge. (Product return not needed.)
	<u>Waist Belt</u> 5 - 7 day turnaround	

	<p>Stitching</p> <p>2 to 4 week turnaround</p>	<p>Email this form along with pictures showing the issue to info@ukoalabag.com</p> <p>Before beginning the shipping process, if you'd like, you can request a free shipping label.</p> <p>Send the bag, along with this completed form, to our shipping address.</p> <p>We will repair the stitching and return the bag to you free of charge.</p>
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