

## HATITUDE! MILLINERY AND ATTIRE

Hatitude! attire is as described, being quality **SECOND HAND** clothing and/or footwear in general ladies sizes

Hatitude! products are guaranteed against defective materials and workmanship.

We will refund **only** if the product is faulty. Please contact us 61 263 552044 within 3 days of receiving product

If a replacement item can be arranged, it will be posted free of charge.

Hatitude! does not accept responsibility for misuse, accidental, normal wear and tear or products not being cared for correctly by the consumer on any of our products.

Hatitude! Millinery is handmade and hand dyed and as such, is reasonably fragile. Our handmade millinery will not withstand rain be it light showers or a torrential downpour or anything in between without distorting and/or losing dye.

We do not market our millinery as tough and/or crushable, ie if it is not stored or treated correctly, it will not keep its shape. Hatitude! will not be held responsible for damaged millinery.

Hatitude! will not refund if an incorrect accessory, colour or style has been ordered. No refunds will be given for colours not matching their intended purpose. Some fabric colours may appear lighter or darker on our website or email photos due to individual computer software and photography.

Hatitude! will not be held responsible for colours ordered which do not match other products owned by a client. It is the responsibility of the individual client to provide fabric samples from their chosen attire for our bespoke millinery service.

It is the client's responsibility to ensure that the measurement of their head is correct as per explanation of such on order. It is specified that a riding helmet or other hat may not be an accurate or correct indication of head size. Hatitude! will not be held responsible for an incorrect measurement.

Refunds will **only** be issued for incorrectly fitting garments (not millinery) and **only**, in the first instance, where the garment is returned **IMMEDIATELY (within a week at the latest)** and in the condition it was received by the customer. **(IE not used for a competition, then a refund requested.)** Once the garment is received, and deemed in the same condition it was received by the client, a refund, **minus** postage will be forwarded.

Products being refunded must be returned within 7days in the **same** condition as they were received ie unused and undamaged.

Postage and handling cost are not refundable and defective item/s must be returned to Hatitude! within 7 days in the original packaging that the customer received it in (being a Hat Box if a hat).

Items must be returned via traceable post (ie a valid tracking number). Hatitude! will not be held responsible for items lost in post or in transit if not returned **via traceable and/or express post**.

Hatitude! accepts no responsibility, and refunds and exchanges will not be given on products that have been worn in the rain, washed, steam or dry cleaned against instructions or should not have been washed, steam or dry cleaned under any circumstance which applies to **ALL** Hatitude! Millinery and attire.

Without infringing on your statutory rights.