

We do not offer refunds or exchanges if you change your mind, so please ensure you read the product description carefully before purchasing. If you have any questions please get in touch at lomastudiosnz@gmail.com

Everything at Loma is completely handmade using premium full grain leather, so each piece is unique due to the nature of the leather itself and the handmade small batch production of the products.

Faulty items

In the unlikely event that you receive a faulty item, an exchange or full refund will be provided. Please contact us immediately at lomastudiosnz@gmail.com with your order number, description of the fault or issue and photos clearly showing the fault.

Requests must be made within 20 days of purchase. Once we receive your message with images and have reviewed the issue and approved the return or exchange we will provide a return label to attach to your package. Your return must be well packed to protect the item in a similar way to how you received it. We will notify you once we've received and inspected your return. If approved, we will either send a replacement or refund the full amount on your original payment method within 10 business days.

You can always contact us for any returns or exchange related questions at lomastudiosnz@gmail.com