

TERMS OF USE

DISCLAIMER

All off our products or individually made, piece by piece. Most are hand stitch R robbed by hand and are also hand painted. Therefore, each product may differ slightly from the next. It can take up to 2-3 days for production as each item is custom made.

Leather is in natural product from animal Hide and therefore differs from hide to hide. Variation in the texture of the letter should not be considered a fault but inherit the natural beauty and uniqueness of the leather.

As every piece of leather is different and may accept color dyes and paints a little different it may cause irregularities in the consistency and depth of the color.

Leather will always have natural marking such as scratches, wrinkles, blemishes or dent. These natural irregularities should not be considered as a defect but rather indications of genuine leather.

We use premium quality leather and most of our leather are tanned here in Jamaica and others from other countries.

It is the policy of the company, not to accept returns that are custom made and product for any reason where the cause is due to the nature of the leather products.

Designs are the sole property of Devine treasures and should not be replicated without written permission from the owner.

REFUND POLICY

We have a 14-day return policy, which means you have 14 days after receiving your item to request return.

ALL SALE ITEMS ARE FINAL SALE NO RETURNS OR EXCHANGES.

To be eligible for a return, your item must be in the same condition that you received it in unworn, unused with tags and in its original packages. You will also need the receipt or proof of purchase.

We reserve the right to refuse any returned merchandise. Special order and custom items are not eligible for return and are nonrefundable after the 14 days grace period.

SHIPPING POLICY

Online orders will be processed and shipped within 5 to 7 business days from date of purchase. Shipped orders will be sent via post office UPS with a tracking number (US only). We are not responsible for returned, damaged, lost or stolen packages. We are also not responsible if you give us the wrong address and will only ship to address provided at check out.

Devine Treasures

Lot 714 Duncan's Hill,
Falmouth P.O.
Trelawny, Jamaica. W.I.

However, if a package is returned due to an incorrect address, we will resend it to you, but you will pay the shipping cost. Shipping fees are nonrefundable even if your orders are returned.

DAMAGE (S) IN TRANSIT

Please ship registered mail or DHL to:

Loy 714 Duncan's Hill,

Falmouth P.O. Trelawny, Jamaica. W.I.

Any product returned without authorization or outside the return window will be refused and/or returned at the customer's expense. Items that arrived damaged, without original packaging, or previously used; will not be accepted.

We are not responsible for product lost or damaged in transit to us. We will send an email with confirmation when your return or exchange is successfully processed. An email notification will follow with shipping details. Please refer to the shipping notification sent upon shipment if your package fails to reach you in a timely manner.

HOW DO I GO ABOUT RETURNING MY ITEM FOR AN EXCHANGE?

For returns or exchanges, customers must request a return authorization by emailing us 14 days of receipt of goods. You will need your order number, tracking information and state the item you wish to exchange. We will respond within three business days if your order qualifies for a return.

When approved the item must be packaged in its original packaging and you will need to fill out the form included your return authorization email print and enclosed in the package back to us.

For international orders you will need to fill out the email C-85 form to avoid paying twice for duties. You may download it here. Authorized returns must be postmarked within seven days of approval email.

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