

Kyss Bags Warranty Policy/ Return Process

Kyss Bag products are **warranted exclusively against manufacturing defects in workmanship and/or material for 2 years from the purchase date**. If we, at our discretion, acknowledge that the product has a manufacturing defect/s, we will either repair or replace the defective parts or the product itself.

Kyss Bags shall not be responsible for, and the present Warranty shall not cover, namely: damage that results from improper care, mishandling, misuse or overload of the product, abuse or alteration of the product, neglect or poor storage conditions (including frozen zippers), natural wear and tear (including dirty or worn components due to normal use), transport damage (by an airline for example), punctures, gashes and other damage to the fabric caused by accidental contact with nails and other hazards during use, forgotten lock combinations, sand or any other contamination of the lock or resulting subsequent damage to the bag and any and all other damage including but not limited to cosmetic damage, incidental, accidental or consequential damage.

If you suspect that your product has a manufacturing defect, please contact us either by email (at Sales@KyssBags.com) or via our Contact Form to receive a PRN (Product Return Number).

Returning a Product: If you return your product to us, it must be sent carriage paid and packed in sturdy packaging to ensure that no additional problems are caused during transport.

To return a product please follow these steps:

1. Contact us via our Contact Form or via email to request a PRN number.
2. To reduce shipping weight, you may disassemble the Lock and Chain assembly from the bag (by removing the large split ring on the inside) and keep it in a safe place.
3. Complete a copy of our [Return Form](#) using the assigned PRN number.
4. Pack the bag and the completed Return Form in sturdy packaging and
5. Ship the package back to us at:

Kyss Bags by
Larson Product Development, LLC
850 S. Tamiami Trail, Unit 727
Sarasota, FL 34236
Attn: Returns

Physical Evaluation: We will evaluate your return to determine the nature of the issue. If we find that it is a manufacturing defect, **we will either repair or replace** the defective parts or the product itself. If the issue is determined not to be a manufacturing defect in workmanship or material we will let you know. In that case, the shipping cost to return the product is the responsibility of the customer.