

FAQs

1. **Where are your bags made?**

Our bags are crafted by trusted handbag manufacturers located in Los Angeles, CA, who have been in the industry for more than 20 years.

2. **Are you shipping internationally?**

For this campaign, we are not going to ship internationally. The ongoing pandemic has severely impacted shipping reliability and timeframes. So, we are limiting our shipping to the continental US only. We will announce (through our newsletter and social media platforms) when we are able to start shipping internationally, so make sure to follow us and subscribe!

3. **When are you going to sell online?**

After we've analyzed the results and feedback from our backers after the campaign, we will begin selling online via a pre-order method through our e-commerce website (www.shopmiventi.com).

4. **Do you have other products/designs?**

We have many other products and designs that we are excited to create and share with you. Some will be launched through future Kickstarter campaigns and some will be sold directly online. Subscribe to our email list to get important updates on product launches and events. We will only produce certain styles in limited quantities, so don't miss out!

5. **Why does this brand need to exist?**

Because we are seeing too many fashion brands that are just talking about sustainability but not actually implementing it. We also know we can produce the same, if not better quality, handbags than most other high-end name brand companies out there. We want to be a part of a small but growing number of brands who are actually opening up conversations and implementing sustainable/ethical practices, moving the fashion industry towards the right direction and away from fast fashion.

6. **Material variation** – Please note that leather is a natural product and as such, is subject to variations in color and texture, even across a single hide. These variations are part of the appeal of leather and should not be considered faults, but rather a part of its natural beauty and uniqueness.

7. **Color variation** - Please note, due to the different lighting and/or filters used when shooting our products, the colors may vary slightly in the photos or videos posted in print or online than the actual color of the bags. Here is a representation of the colors as close to the colors if seen in person (*color variation may also depend on the color/brightness setting on your pc, tablet, or phone).

8. What is Kickstarter?

Kickstarter is a funding platform for creative projects. **Kickstarter is not a store**, backers pledge to projects to help them come to life and support a creative process. Funding on Kickstarter is **all-or-nothing**. No one will be charged for a pledge towards a project unless the project reaches its funding goal.

9. What is a backer?

A backer is you, our community of supporters who wants to see this project come to life. With your support, we can build capital for the business so that we can operate effectively and keep producing sustainable, functional, and stylish products.

10. How does Kickstarter work?

Every project creator sets their project's funding goal and deadline. If people like the project, they can pledge money to make it happen. In return, backers will get the product(s) (also known as rewards) that they pledged on. If the project succeeds in reaching its funding goal, all **backers'** credit cards are charged as soon as the campaign is over.

Project creators keep 100% ownership of their work, and Kickstarter cannot be used to offer equity, financial returns, or to solicit loans.

11. What are the risks involved?

We at Miventi, have thoroughly and carefully planned for this Kickstarter campaign. We value the trust and support of each and every backer as we intend to use this as a launching pad for our brand. We have carefully planned and prepared for this campaign, sourcing the materials ahead of time and have communicated with our supply chain and informed them of this upcoming project. But even with careful preparation, we understand there still can be unexpected events that are going to be out of our control (i.e. such as delay in shipments). If this happens, we will make sure to communicate and update our backers.

12. What if I change my mind and want a refund?

You have the ability to change or cancel your pledge at any time while the campaign is live. Unfortunately, there will be no refunds or returns (including exchanges or credits) for any products received through this campaign as soon as the campaign is over. We will, of course, stand behind the quality of our products and take care of any issues. Kickstarter is a crowdfunding platform and not a traditional retail store. Rewards are provided as a perk of supporting our business. These rewards are not like normal purchases. Backers are truly a part of helping us fund a project and bring it to market. We count on your pledges in the same way your favorite charity counts on the money raised in its pledge drives. Thank you for your understanding and support.

13. Do you have any bags for sale now?

Currently, we do not have any bags ready for sale. Once the Kickstarter campaign is over, and if enough people back our campaign, Kickstarter will then release the funds to us so we can start purchasing the materials and begin producing the Marissa bags.

14. When will I get my bag?

Our current timeline puts delivery of bags to our backers by October 2021. This gives us enough time to order and receive the materials after the campaign ends (current lead time for supply/material orders is 3-5 weeks) and start producing through our local manufacturers. Each bag is crafted by hand and takes time to produce, so we are giving our manufacturers at least a month or two turn-around time to produce the bags. If all goes well, backers will receive their bag(s) sooner than expected.