



Leather Wise Services for Trading Standards

Dispute Resolution

How frequently does a consumer need someone to determine if a problem has been caused by faulty manufacture or mis-use? We can help! At Leather Wise we have extensive experience in the examination of products and have access to highly sophisticated laboratory equipment that can help us determine the cause of a fault. Typical problems that we can help with are:

- The colour coming off a sofa
- A pair of leather trousers that have torn in use
- A suede jacket that has changed colour after dry cleaning

Mis-descriptions

Being a premium product, leather is often imitated to deceive the consumer. Leather Wise have the knowledge and equipment to determine if a product is genuine leather or not using the definitions given in the British Standard Glossary of Leather Terms BS 2780:1983.

We are also able to determine if footwear meets the Statutory Instrument 1995 No 2489, The Footwear (Indication of Composition) Labelling Regulations 1995.

Leather Wise can also assist you on your "mystery shopper" trips giving on the spot advice as to which products are likely candidates for mis-description offences thus saving you money on the unnecessary purchase of products that have been correctly described.

Expert Witness

At Leather Wise we have experience in the provision of technical reports and witness statements for use in court and have appeared in court to provide evidence. We fully appreciate the importance of continuity of evidence and provide secure storage of items at all times.

If you require any further information about how Leather Wise can help you protect the consumer contact Amanda Michel: direct tel: 01933 622386, mobile: 07737 745440
email: amanda@leatherwise.co.uk



Leather Wise Ltd
Bland's Yard
Church Street
Stanwick
Northamptonshire
NN9 6PS

Tel: +44 (0) 1933 622386
Fax: +44 (0) 1933 622386
Email: info@leatherwise.co.uk
Website: www.leatherwise.co.uk



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Leather Wise Ltd Terms and Conditions of Business

Charges and expenses

Our fee for Leather Validation and Footwear Labelling assessment is £40.00 per sample + VAT. This includes performing all necessary tests and preparing a technical report. The cost of dispute resolution is £115 + VAT. For the cost of other services please contact us. If samples are to be returned, carriage and packaging is charged at cost.

Billing arrangements

Invoices will be submitted upon completion of a job, unless it is a particularly extended investigation in which case interim payments may be requested to cover expenses incurred as the matter progresses. Interim payments will be itemised and offset against your final invoice.

Payment is due within 30 days of the invoice date. Clients who default this arrangement will be required to operate on a pro-forma basis for any future work. We reserve the right to work on a pro-forma invoice basis with new clients.

Storage of samples and documents

After completion of your work, we will keep stable samples for a period of three months. After this time they will be destroyed in an appropriate manner unless it is requested that they be returned to you (postage, packaging and insurance chargeable at cost). Samples will not be returned until payment of our invoice is received. Occasionally, we may request to retain particularly unusual examples for training purposes. If permission from you to do this is forthcoming, we will ensure that samples remain anonymous.

Documents, paper copies of reports and suitable test pieces will be kept for a period of 2 years after which they will be appropriately destroyed. If long term storage of paper documents or tested samples is requested this will be charged at £5 per month. Electronic copies of reports will be retained for a period of 5 years.

Termination

You may terminate your instructions in writing at any time. Any time spent or expenses incurred up to the point of termination will be applied at the indicated rate. We reserve the right to retain samples and documents until payment is made.

Insurance

Samples sent to Leather Wise Ltd for examination are insured whilst on our premises. If samples are to be returned, we will send them by means that insures them whilst in transit to you unless an alternative method of carriage is requested.

Responsibility

The outcome of any investigations that we undertake can be influenced to a significant degree by circumstantial evidence. If any information is withheld the report may be invalid. Leather Wise Ltd shall not be liable for any subsequent loss or damage incurred by the Customer as a result of information supplied in a report. Leather Wise carries out all tests and/or advises only on the basis that they are carried out, made or given without any responsibility whether for negligence or otherwise. Leather Wise and its servants or agents will not be liable for any damage or loss, direct or indirect, of any kind, whether or not the same results directly or indirectly from negligence on the part of Leather Wise or its servants or agents.

We are confident in providing you with a high quality of service in all respects. However, in the unlikely event that you have any queries or concerns then please raise them in writing and we shall endeavour to resolve them as soon as possible.

Confidentiality

Leather Wise Ltd will not disclose any information regarding any work conducted on your behalf to third parties unless permission is given in writing by you.

Communication

Unless you request us not to do so, we may correspond with you by e-mail or fax. Whilst all steps to maintain confidentiality will be taken, if these methods of communication inadvertently lead to confidential information being disclosed we cannot be held responsible.