



Leather Wise Garment, Furniture, Footwear and Leathergoods Appraisal

How frequently does a customer return result in you needing someone to determine if the problem has been caused by faulty manufacture or mis-use by the customer? Or have you received goods from your supplier that you suspect are not up to scratch. 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 finish coming off a sofa
- A pair of leather trousers that have torn in use
- A consignment of jackets that have gone mouldy

The cost for this service is very competitively priced at £100 + VAT. This covers a visual assessment and up to three basic microscopic, chemical or physical tests and includes the preparation of a technical report.

But wouldn't it be better to prevent customer returns happening in the first place? Again, we can help!

Leather Wise can evaluate leather products at the selection stage to ensure that they will perform well in the market place. Amongst other things, we can:

- Highlight designed-in problems eg, seams or corners that are likely to scuff easily
- Identify inferior materials eg, use of leather that is too thin or weak
- Determine material type eg, to ensure that you are being supplied with the aniline leather that you ordered and not a pigmented finished split.

If you require any further information about Leather Wise's Problem Solving and Appraisal Service contact Amanda Michel: direct tel: 01604 497568, mobile: 07737 745440, email: amanda@leatherwise.co.uk



Leather Wise Ltd
Moulton Park Business Centre
Redhouse Road
Moulton Park
Northampton
NN3 6AQ

Tel: +44 (0) 1604 497568 / 69
Fax: +44 (0) 1604 497569
Email: info@leatherwise.co.uk
Website: www.leatherwise.co.uk



SAMPLE SUBMISSION FORM

Basic Garment, Furniture, Footwear and Leathergoods Appraisal

Please use this form when sending samples to us for examination. Remember, the more information we have, the quicker we will be able to resolve the problem.

Your details:

Company: _____ Date: _____

Print name: _____ Sign: _____

Address: _____

Tel: _____ Email: _____

Purchase Order No. _____

Please make cheques payable to: Leather Wise Ltd
(in pounds sterling, drawn on a UK bank, free of all charges)

The problem:

Sample submitted.....

Fault description.....

How long has the sample been in use?.....

Number of items affected.....

Approximate value of item.....

Are remaining samples to be returned to you? (post and packaging chargeable)
Samples will be retained until payment is received

Yes	No
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Would you have any objections to your samples being used for training purposes?
(they would be used anonymously)

Yes	No
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Do we have permission to cut the sample, or is non-destructive testing required?

Can cut	Don't cut
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How would you like your report sending? (tick all appropriate boxes)

Email	Fax	Post
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Please indicate that you have read our terms and conditions of business
(overleaf)



THE SMALL PRINT

Leather Wise Ltd Terms and Conditions of Business Basic Garment, Furniture, Footwear and Leathergoods Appraisal

Charges and expenses

Our standard fee for this service is £100 + VAT per item. This fee covers a visual assessment and up to a maximum of three basic microscopic, chemical or physical tests and the preparation of a technical report. If any further work is required to achieve a satisfactory conclusion this will be charged for on a time basis for which the current rate is £65.00 plus VAT per hour. If the use of specialised equipment e.g. SEM, X-ray microanalysis etc. is required this will be charged at £25 per hour + VAT in addition to the standard hourly rate. You will be consulted before we commence additional work. If the return of samples is requested postage, packaging and insurance will be charged at cost. If travelling is involved, there is a motoring expense of 40 pence per mile, or rail/air fare at cost plus subsistence if required. We will not conduct any work beyond that covered by the standard fee without your written permission. If further work is required, the final cost will largely depend on the complexity of the problem, but it is assured that all business will be attended to in a prompt and efficient manner. You may at any time request an estimate of our anticipated fees. Whilst we will endeavour to provide as accurate an estimation as possible, no estimate can be guaranteed due to the inevitable variation in complexity. If you wish to be regularly updated on the cost of a particular job, we would be pleased to do so upon request.

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 us sending you your invoice. Samples will not be returned until payment is received. Clients who default this arrangement will be required to work on a pro-forma invoice 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 which 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. If the return of samples is not requested, we may occasionally ask 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 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.

Communication

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.

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.

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.