



Leather Wise Care Product Evaluation Service

With so many different types of leather on the market these days, it is difficult to be sure that the care products that you are supplying are safe to use on all types. In our experience, a product may give excellent results on one leather, and then cause damage to the finish on another leather that looks very similar. Unless you are confident that your product will not cause any harm, you could be liable for substantial claims against you. The answer to this problem is to test your products on the types of leather that it is being marketed for.

If you are retailer that sells care products with the leather items that you supply, be it furniture, cars, footwear etc, we recommend that you evaluate those products in conjunction with those particular leathers in your store. If you are a manufacturer of care products we recommend that your products are tested on a range of commercially available leather types within the sector that you are supplying. It is not possible to test against all eventualities, but it will provide a good indication of your product's performance. Factors that we think you should consider are:

- Any deleterious effects on the leather finish eg reduction in rub fastness or reduced flex resistance resulting in colour loss or cracking of the finish in use
- Changes in colour or gloss
- Reduction in soil resistance
- Reduction in light fastness

Leather Wise can help you evaluate your products for these criteria using internationally recognised laboratory test methods and specifications. The cost will obviously depend on how many products and how many leather types you have evaluated. But if you consider that if it prevents just one claim against you, it will have paid for the evaluation several times over!

If you require any further information about Leather Wise's Service for Care Product suppliers contact Amanda Michel: direct tel: 01604 497568, mobile: 07737 745440, email: amanda@leatherwise.co.uk



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SAMPLE SUBMISSION FORM

Care Product Evaluation

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)

Your Requirements

Care Product (s) Details: 1).....
 2).....
 3).....

Please test my products for:

Performance Criteria	Required on Product		
	1	2	3
Flex Resistance			
Wet Rub Resistance			
Dry Rub Resistance			
Perspiration Rub Resistance			
Gloss			
Colour			
Light Fastness			
Soil Resistance			

Please contact us before submitting samples for testing so that we can discuss what leather types you want us to use; you may prefer to provide your own, or we can provide them for you.

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

Yes	No
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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 Care Product Evaluation

Charges and expenses

Our fees are based on the amount of testing we are requested to perform and whether or not we provide the leather needed for the evaluation. A formal quotation will be submitted and agreed with the client before the evaluation takes place. Any additional literature searches, making and receiving telephone calls pertaining to the matter and any time spent travelling are charged at an hourly rate. The current rate is £65.00 plus VAT per hour unless otherwise stated. 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.

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.

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.