



Leather Wise Services for Members of the Public

Dispute Resolution

Have you ever had a dispute with a retailer over a problem with a leather item that you believe to have been caused by faulty manufacture? We can help! At Leather Wise we have extensive experience in the examination of all types of leather products and have access to highly sophisticated laboratory equipment that can help us determine the cause of a fault. We can act as an independent arbitrator between you, the consumer, and the retailer. 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

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. In the majority of cases we can obtain the answers we need without causing damage to the item.

Mis-descriptions

Do you suspect that you may not have got what you paid for? 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. This legislation ensures that shoes are correctly labelled.

Our charges for this service are £75 per sample plus VAT.

If you require any further information about how Leather Wise can help you protect the consumer contact Amanda Michel: direct tel: 01604 497568, mobile: 07737 745440
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