Leather Wise Ltd

Leather Wise Problem Solving for the Leather Industry

No matter how carefully controlled your process is, there will always be occasions when something goes wrong. After all, when dealing with such a highly variable substrate as hides and skins, this is inevitable. When these occasions do arise, it is important that the cause of the problem is identified as quickly as possible so that normal production can resume. Leather Wise has the expertise and access to highly specialised laboratory equipment to help you identify the causes of problems and can recommend how to prevent their reoccurrence.

We can identify the cause of faults occurring at any stage of processing; typical problems that we can assist with are those of discoloured or stained leather, weakness, grain damage, finishing faults etc. We use highly sophisticated laboratory techniques such as scanning electron microscopy, X-ray microanalysis and fourier transform infra-red spectroscopy to aid these investigations. You will find that our reports will, wherever possible, identify the cause of the fault and recommend methods that can be implemented to overcome it in simple, easy to understand terms.

We are also able to arbitrate in disputes between you and your supplier or customer. For example, we can determine if a particular defect originates from the raw material as supplied to you, or if it occurred during your processing of the material, or if the failure of a product, such as a pair of shoes, is due to faulty leather manufacture or faulty construction of the product. You can be assured that we will always provide a fair and wholly impartial service.

This service is charged for at an hourly rate and is very competitively priced. Remember, if it enables you to fulfil your customer's order instead of it going on the reject pile, the service is invaluable.

If you would like to discuss any aspect of Leather Wise's Problem Solving Service in more detail please contact Amanda Michel: 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

Leather Wise Ltd

SAMPLE SUBMISSION FORM
PROBLEM SOLVING

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

Is it location specific eg, always in the belly area?.....

At which stage of processing was the fault first observed?.....

Number of hides/skins affected.....

Number of batches affected.....

Have there been any process or chemical supply changes recently? If so, please specify.....

Are remaining samples to be returned to you? (post and packaging chargeable). Samples will be retained until payment is received	Yes	No
Would you have any objections to your samples being used for training purposes? (they would be used anonymously)	Yes	No

How would you like your report sending? (tick all appropriate boxes)

Email	Fax	Post

Please indicate that you have read our terms and conditions of business (overleaf) ☐

THE SMALL PRINT

Leather Wise Ltd
Terms and Conditions of Business
Problem Solving

Charges and expenses
Our fees are based on the amount of time we spend dealing with your matter. This includes performing tests and analysis, considering and preparing technical reports, any necessary literature searches, making and receiving telephone calls pertaining to matter, any time spent travelling. The current rate is £75.00 plus VAT per hour unless otherwise stated. Longer term work may be charged at a day rate of £475 pounds per day + VAT. There is a minimum charge of £40.00 plus VAT. If the use of specialised equipment eg, SEM, X-ray microanalysis etc. is required this will be charged at £25 per hour + VAT in addition to the standard hourly rate. 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.

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 estimate 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 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 he held responsible.