



## 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

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.

### 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.

Our charges for this service are £75 per sample plus VAT. Multiple samples on the same report are charged at a discounted rate depending on the number, please contact us for details.

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: 01604 497568, mobile: 07737 745440  
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