



ReLeather.com

Service Warranty

Leather Cleaning

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Leather Cleaning Service Warranty

At ReLeather LLC, our Leather Cleaning, Conditioning, and Retouching Service is designed as a cosmetic maintenance treatment to refresh your leather. Given the non-invasive nature of this service, it carries a limited warranty on our workmanship.

Warranty Period:

Our workmanship for the Leather Cleaning, Conditioning, and Retouching Service and the materials applied by ReLeather LLC are warranted against defects for a period of thirty (30) days from the date of service completion.

For Furniture (e.g., sofas, chairs, sectionals): Five (5) years.

For Handbags, Garments, Other Leather Goods, and Auto Upholstery: One (1) year.

What This Warranty Covers:

This warranty specifically covers defects in the following at the time of service completion:

Workmanship:

- Failure to properly apply cleaners, conditioners, or retouching agents, resulting in visible streaks, blotches, or residue.
- Use of incorrect products for the identified leather type, which may cause adverse effects (e.g., unintended discoloration or damage).
- Failure to address the agreed-upon areas for cleaning and retouching.
- Materials Supplied by Us:
- Defects in the Dacron or loose fiberfill material that are apparent at the time of service and were not caused by a pre-existing condition.

What This Warranty Does NOT Cover:

This warranty does not cover:

- Normal Wear and Tear: This service is for maintenance. Flattening and sagging of cushions will naturally recur with use over time and are not considered a defect.
- Long-Term Performance: The longevity and long-term performance of the treatment are not guaranteed.
- Original Upholstery: This warranty does NOT cover any issues with the original cushion cover, foam core, or internal structure. It also does not cover any damage to zippers or seams that were not part of our work.

- Customer Preference: Dissatisfaction with the firmness or feel after the service is completed, as this is a maintenance service and not a full rebuild.
- Misuse or Abuse: Damage resulting from accidents, spills, pets, improper cleaning, or any other form of misuse.

Making a Warranty Claim:

To initiate a warranty claim for your Leather Cleaning, Conditioning, and Retouching Service, please contact ReLeather LLC within the warranty period by phone at (949) 529-4727 or via email at info@releather.com. All claims must include a clear description of the issue and photos.

ReLeather LLC reserves the right to inspect the item to determine the validity of the claim and the appropriate course of action, which may include repair or reapplication of the finish at our discretion.