



ReLeather.com

Service Warranty

Leather Restoration

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Leather Restoration Service Warranty

At ReLeather LLC, our Leather Restoration Service is a professional treatment designed to rejuvenate the appearance and feel of your leather furniture. This is a cosmetic and corrective service, not a full replacement. We stand by our workmanship and the quality of the materials we apply to achieve the best possible results.

Warranty Period:

Our workmanship for the Leather Restoration Service and the materials applied by ReLeather LLC are warranted against defects from the date of completion of the service as follows:

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 and for a limited period after service completion:

Workmanship:

- Failure of the finish (e.g., peeling, flaking, or cracking) that is not due to normal use.
- Significant unevenness, streaking, or blotchiness in the color application.
- Failure of the final finish to achieve the agreed-upon sheen (e.g., matte or gloss).

Colorfastness:

- Unusual color transfer from the restored surface onto clothing or other materials, assuming a full 24-hour curing period has been observed and the leather is not being misused.

What This Warranty Does NOT Cover:

This warranty does not cover:

- **Original Leather Condition:** This is a cosmetic service. It does not warrant the structural integrity or long-term durability of the original leather itself. The warranty does not cover future cracking of the original leather, tears, punctures, or rips.
- **Natural Leather Characteristics:** The restoration process enhances the leather's appearance but does not eliminate natural variations in grain, texture, or markings (e.g., scars, wrinkles, stretch marks). These inherent qualities are not considered defects.

- Normal Wear and Tear: Gradual fading over time, slight wear on high-traffic areas, or the development of a natural patina are considered normal aging and are not covered.
- Misuse, Abuse, or Neglect: Damage resulting from accidents (e.g., cuts, tears, burns, spills), improper cleaning (e.g., using unauthorized chemicals), pet damage, or exposure to direct sunlight, extreme heat, or moisture.
- Customer's Own Material (COM): We do not provide a warranty for the performance of any leather or other materials supplied by the client for restoration.
- Permanent Changes: For procedures such as Nubuck to Pigmented Leather transformation, the warranty covers the new pigmented finish but does not warrant the original nubuck feel, texture, or characteristics, as these are permanently altered with the client's consent.
- Transportation Costs: Costs associated with transporting the furniture to and from our workshop for warranty claims are the responsibility of the client.

Making a Warranty Claim:

To initiate a warranty claim, 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.