



## Cenzo Leather Care and Maintenance

**Cenzo Guarantee:** Cenzo products come with a 2 year warranty against manufacturing defects. Our products are made from natural materials which can vary slightly in color and texture. Slight variations in color are not considered defects but rather symptoms of the natural product. Our bags are folded for shipping and storage – any creases caused in shipping will fully recover after its first use.

**Cenzo Care:** Proper care is recommended to ensure the long life of your Cenzo bag. We recommend using Floto Leather Cream or Lexol Leather Conditioner annually or as needed to keep the vegetable tanned leather in optimal condition.

**New Bag Smell:** Some of the natural vegetable leather skins we work with have larger pores and easily absorb smells. You may notice hints of glue, leather paint and vegetable tannins when you open your Floto bag for the first time. To make your bag each piece of leather is first glued together to line everything even for the sewing machine. The raw edges are finished with special leather paint that smells like nail polish. The vegetable tannin extracts in the leather are also gassing off a sweeter scent. In a traditional store environment the edge paint scent would have faded prior to purchase but your bag has been wrapped in protective plastic since it was made and now has a chance to breathe. The plastic wrap is vital to protect your bag from dirt and scratches along the way to you but it also traps the production smells. In our experience it takes 24-48 hours to acclimate in fresh air. Please take note of this characteristic, and remember, with vegetable tanned leather "the older the better".

## 60 Day Cenzo Return Instructions

Monogram items are not returnable. If eligible for return, please send your item to the address below within 60 days of receipt and we will credit your account within 4-7 days.

To keep Cenzo prices as low as possible we do not offer free return labels.

If you have any problems with an order that you recently received please email us at [customerservice@floto.com](mailto:customerservice@floto.com)

<input type="checkbox"/> Return for Credit  Reason / Notes:	Order Number _____		
<input type="checkbox"/> Exchange a Cenzo Order Please use the space below to tell us which items you wish to exchange for the merchandise you are returning. We will ship to the same address as the original order unless you fill in the different ship-to address box on the right. Exchange shipping back to you is free for the U.S., Canada, and Puerto Rico. For international exchanges we charge a discounted shipping fee of \$40. Any difference in the order price will be charged or credited back to the original form of payment. If you purchased from Amazon please include a check if the exchange item costs more.	<b>Ship To Address:</b> Name _____ Address _____ Apt# _____ City/St. _____ Zip _____		
<b>Please explain the problem or characteristic(s) of the bag that you are unsatisfied with:</b>  			
<b>Please explain the color, texture, and any other characteristic that you are looking for in a replacement bag:</b>  			
<b>I would like to exchange it for this model:</b>			
Quantity	Item Name	Color	Price

To Return or Exchange your item please include the above form with your original packing slip and send the parcel to the address below:

Cenzo / Floto Returns

297 State Street

North Haven, CT 06473