



HERBERT JOHNSON HAT CARE & REPAIR SERVICES

Herbert Johnson strives to provide our clients with the highest level of service possible.

Our services are provided subject to your understanding and acceptance of the following:

Hat Care and Repair: What You Need To Know

We will use reasonable efforts to try to ensure that cleaning, blocking, repair or other hat related work is maintained at a high level of quality.

Herbert Johnson accepts no liability for damage due to normal wear and tear or shrinkage during cleaning and drying of said hats.

We do not guarantee removal of all stains when carrying out cleaning.

We do not guarantee against damage of weak and perished felts, fabrics, leather and components when undergoing repair processes.

We exercise utmost care in processing items entrusted to us and use such processes which we feel are best suited to the nature and condition of each item. Nevertheless, we cannot assume responsibility for inherent weaknesses of or defects in materials that are not readily apparent prior to processing. This applies particularly, but not exclusively to, fur felts, wool felts, felt blends, suedes, leathers, hatbands or any other accoutrements attached to the items to be cleaned, blocked or repaired. Please be aware that wear and age can affect the suitability of a hat and its components for repair and may not be discovered as such until the process of repair is underway.

Should an item or component perish during repair processes we can, if appropriate, quote for replacement of said perished component with new or alternatively we reserve the right to halt repair and return the item.

We ask each customer to please determine whether they can accept the risks and therefore the potential loss of any item sent in to us for repair.

If you have any questions you would like to discuss with our hatter about a repair or refurbishment, please contact us via workshop@herbert-johnson.co.uk or enquiries-hj@herbert-johnson.co.uk