

# An informed customer is a satisfied customer!

*To assure satisfaction for your customer, discuss these points with your customer about suede and leather cleaning.*

1. **There will be a change in appearance.**
2. In all suede and unfinished leather garments, although slight, there may be a change in textures and colors, due to the inherent nature of working with skins. Every effort is made to return the garment to its original like-new condition.
3. **There is always relaxation in leather cleaning.**
  - a. This varies from garment to garment and in most cases is not significant. Shrinkage occurs only from skins being overstretched during the tanning process. It is not possible for the cleaner to predict the amount of shrinkage. Every effort is made to return the garment to its original dimensions.

**Follow these guidelines when accepting suede and leathers:**

1. **Carefully inspect the suede/leather garment for:**

Breaks	Discolorations	Skin damages	Food
Thin areas	Cuts or tears	Perspiration	Lining damage
Spots or stains	Mold/mildew	Ink	Damaged Ornaments
Paint	Protein stains	Salt Stains	Oxidation
Missing buttons	Broken zippers	Beer/alcohol	Missing Snaps

- a. Any scars, vein marks, belly wrinkles, tick marks, etc., originally masked by the leather tanner, may be more evident after cleaning. We refer to these as, beauty marks; these marks make each garment unique in appearance and give leather and suede garments individual characteristics.
1. **Check if the lining hangs below the garment**
  - a. If the lining extends from the sleeves or hem this may indicate shrinkage. Check the lining for open seams and stains.
2. **Check if the garment is part of a suit or has multiple pieces.**
  - a. All pieces must be processed at the same time to guarantee color match.
3. **Look for fading or oxidation.**
  - a. Check an unexposed area such as under the pocket flaps and collar. Oxidation and sun fade permanently damage the color, but we will attempt to restore the color as near the original shade as possible.
4. **All leather cleaning services include refinishing as possible and pressing**

**NEVER PLACE ADHESIVE MATERIALS ON SUEDE OR LEATHER. THIS CAN CAUSE PERMANENT DAMAGE TO THE SKIN, LEAVING VISIBLE MARKS.**