

BBK Leather Designs LLC - Warranty Terms

So we will start off by saying this: We are here to make great leather products that fit your lifestyle, and our focus is making high-quality items that will last you for years...and sometimes life happens, so that's why we have this page.

This is a natural leather product, and is hand-worked, and as such, it has character. What does character look like in a handmade natural leather product?

Character (what's not covered):

- Normal wear and tear
- Minor tooling marks initially present from the making of your item
- Nicks, scratches, scuffs, scars, brands, tannery markings, and other various natural irregularities found in leather
- Minor color variations from pictures on the website, webpages, online presence, marketing materials, etc. BBK Leather Designs seeks to provide the highest quality leather and hardware in their creations, and leather is a variable commodity that can have slight differences in textures, pigments, pull-up (a leather's tendency to change colors/shades/hues when stretched or worked), and hand (a leather's 'feel' to the touch)
- While not "character" per se, abuse and neglect is not covered. See our [Leather Care Guide](#) to keep your investment in tip-top shape!

Defects (what IS covered):

- Defect in materials and workmanship
- Leather failure/breakage NOT related to abuse or neglect of your leather product. Abused and neglected leather is easy to spot, and can be avoided by following the guidelines identified in our [Leather Care Guide](#). Dry, cracked, moldy, or otherwise-neglected leather resulting in failure is not covered.

We PROMISE you, we are here to do right by you, and will work with you however possible to maintain your trust and keep you raving about our products AND your experience with us.

BBK Leather Designs LLC will repair or replace your product at our own discretion. Replacements will follow the allowances for minor variation in product identified above.

Feel free to reach out to us at bbkleatherdesigns@gmail.com with any questions you might have surrounding our warranty policy.