

BBK Leather Designs LLC - Limited 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)
 - Water sealing - Our leather goods come with an initial water sealant. It wears out and requires reapplication.
- 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.

Duration:

- Leashes, Collars, Harnesses (for fur babies and humans): Lifetime
 - Handbags and Purses: 10 years
- Custom Work: Item-dependent on a case-by-case basis (identified at purchase/quote)

How It Works:

- Non-transferable: The warranty only applies to the original purchaser. Your purchase will be tracked by either an email address, or the shipping address to which the order was delivered.
- We will repair or replace any part of product found to be defective. Any item(s) approved for return by BBK Leather Designs must be shipped with prepaid return label so we can get it back to you. If we can fix your product we will do that. If it's irreparable, we will replace it. Please note that leather colors and finishes used in our products will change from time to time as will styles and branding/logos. In the event we no longer carry the product purchased from us we will provide a store credit of equal value of the original purchase.
 - Shipping, freight, customs fees, or duty fees are not covered.

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