

# RETURNS

*We take extreme pride in our craft and the leather we produce, but, if for some reason things have not worked out and a return is necessary, please treat the leather with care and respect and follow the notes outlined below.*

If you have any questions about anything here, please contact your Townsend Leather rep or [info@townsendleather.com](mailto:info@townsendleather.com).

- **Before Return:** Please refer to our Terms and Conditions before considering a return, <https://townsendleather.com/warranty>

- **All returns must first be discussed with a Townsend Leather Customer Service Representative and assigned an RMA number.**
  - Reps will need the Product, Quantity, Dye Lot and/or ORD#, and PO Number associated with the return
  - For international shipping, the RMA number needs to be added to any documents and shipping labels
- For a return to be accepted the leather must be **uncut and unmarked**. Leather marked with irremovable markings or hides with cuttings of any kind taken cannot be accepted for return (unless previously agreed upon with a Customer Service Rep)
- Returns must be made within 30 days of receipt
- For a return to be accepted, the leather must be returned in the same state as it was received. In other words, the return should be packaged properly, as outlined below:
  - Each hide or piece should be individually rolled on its own tube
  - Each hide or piece should be rolled with the grain (good) side out
  - The leather should be packed in a secure and properly fitting box
  - The box should never be stood on end
- Any return which is damaged, defaced, or poorly packaged may not be accepted for return
- Any questions about the state of the leather or appropriate return packaging should be discussed with a Townsend Leather Representative



1 HIDE PER TUBE



GRAIN SIDE OUT



PROPERLY FITTING