



Disclaimers for artisan services

Tailoring services

- When taking in an item, if possible, the extra fabric will remain inside the garment. If this is not a possibility, the fabric will be removed and the alteration may not be changed back to the original garment.
- Stitching colour will always be matched as closely as possible to the original garment.
- Alterations will mimic the original finishes that were on the garment unless discussed before the work commences.
- If working from a 3D garment for inspiration, please note fit may have very slight differences as it is impossible to get a completely accurate copy from a made item.
- Items may be declined if beyond reasonable repair or the alteration is not possible.

Customer responsibility

- Make sure the item has been cleaned and there are no personal belongings in pockets before sending.
- Items may be photographed and filmed for portfolio, website or social media use. Please message me directly if this is something you do not want for your item.
- Customer is responsible for the initial postage of the item to the artisan. Items will be posted..... unless discussed otherwise. Return postage will be added to the invoice separate to the cost of the service.
- Please provide a return address for your item.

Restoration services

- Items will be mended/ restored to the highest possible standards but this does not mean the item will be in the same 'new' condition that the customer bought it in.
- Colours and finishers will be matched as closely as possible to the original colours of the item. In the case of a 'touch up', the colour/ finisher will be matched so it blends in with the surrounding area.
- Restoration will still age and may be required again in the future.
- In areas where it is likely the leather will come into contact with grease (mainly handles and straps) the restoration may not last as long as in other areas of the item.
- Keep restored items away from direct extreme heat as it may cause a reaction in the products used in the process. Can cause discolouration.
- The act of restoration requires paint/ dyes to be used on your item.
- Results may vary depending on the item, age, material, damage and condition of the item.

Customer responsibility

- Please remove any personal belongings before sending your items in for their service.
- Customers must disclose any prior repairs and treatments.
- Items may be photographed and filmed for portfolio, website or social media use. Please message me directly if this is something you do not want for your item.
- Customer is responsible for the initial postage of the item to the artisan. Items will be posted..... unless discussed otherwise. Return postage will be added to the invoice separate to the cost of the service.
- Please provide a return address for your item.

Payment

- Prices will be quoted from initial images sent by the customer. If the item arrives and the work is more extensive than originally thought, this will be communicated with a new price. Only when the customer is happy and agrees on this, will the work begin.
- Full payment is required before the piece is returned to the customer.
- Payment details will be on the invoice sent to the customer after receiving their quote.

Liability Disclaimer

The artisan is not liable for:

- Pre-existing damage
- Unexpected reactions due to cleaning/ restoration.
- Minor variations to restoration colour or finish. Colour and finisher will always be matched to as close as possible.

The liability we provide is limited to the price of the service performed.

Complaints

If you are unhappy with the service you have received, please notify me as soon as you can. The issue will be assessed and, if the complaint is reasonable, rectified.

By using our services and continuing with the process, you confirm you have read, understood and agreed with this document.

If you have any questions or queries, please contact Bethany McLean, bethanymclean@aol.co.uk, 07975567885.