

Dear Customer,

Thank you for ordering leather or leather products from CTL Leather Inc (CTL). We appreciate your business and strive to supply high quality leather products in an efficient manner.

The below outlines CTL's guidelines concerning its return policy for products.

**If you are the purchaser of the leather, it is in your best interests to ensure that your upholster or manufacturer is aware of the below policy**

## **Leather Hide Return Policy**

Our leathers are carefully inspected prior to shipping and are packaged accordingly.

You are advised to examine the goods upon receipt and report and notate any damage **at time of receipt to both the carrier and CTL.**

All leather should be carefully unrolled and inspected **prior** to cutting or marking of the hide. Patterns should be laid out to ensure there is enough leather for the entire project. **Do not mark or cut the leather** until you are certain the leather is acceptable and there is sufficient quantity.

If you feel there is a problem, please contact CTL Customer Service at 416-449-4770. Permission to return any leather **must be obtained in writing** from CTL Customer Service prior to return. This must be done within 30 days of receipt of the leather.

For large production orders and custom leather orders, especially anilines and wax pull-up leathers, CTL does not accept return of product due to production savings or due to a change in requirements after submission of order.

**After 30 days, CTL will not accept return of any leather. If after 30 days, CTL accepts the return of leather, a 20% restocking fee will apply.**

CTL will not accept the return of any leather under any circumstance if:

- a) The leather has been marked, including chalk marks.
- b) The leather has been cut in any way.
- c) The leather is not returned in packaging in the same fashion it was received. If the leather was received ROLLED, it must be returned ROLLED.
- d) The leather is damaged or creased as a result of incorrect packaging or excessive or improper handling by the customer upon receipt. This applies especially to wax pullup articles like our Dallas.
- e) Custom leathers and any other custom-fabricated products are not subject to return.
- f) Leather that has been taped to the roll using regular shipping tape which when removed leaves a residue on the backside of the hide.

Leather returned to CTL not in accordance with the above will not be credited.

Please note that for the return of leather, the customer is responsible for all return freight, and/or any brokerage charges in the case of cross-border shipments.

CTL may accept the return of a non-defective, standard leather (eg. wrong colour ordered....), providing the above criteria is met. Depending on the circumstance, CTL may charge a restocking fee of 20%.

### **Leather Return Procedure**

Please see below for our process regarding return of merchandise (RMA#):

#### **1. CTL receives the return notice from your company including:**

- a. Reason for Return
- b. If the reason is defective in nature, digital pictures may be required to be sent.
- c. Type and Quantity of Goods to be returned
- d. Package Size & Weight to be returned
- e. Other applicable info regarding original goods shipped (eg. original PO, Sales Invoice # and footage).
- f. CTL may at our discretion, request further documentation of the proposed return.

*Please note that the provision of a Credit Order # does not mean that CTL has agreed to or provided a credit to you for returned goods. The provision of any credit is subject to receipt and inspection of goods at CTL.*

#### **2. Upon agreement by CTL for goods to be shipped back to us, CTL will**

- a. Supply the customer with a credit order number (CO#)
- b. Request all applicable package weight and dimensional information
- c. CTL will provide any applicable documentation that must be included with the return shipment including but not limited to: original documents as well as Customs and NAFTA documents if applicable.
- d. Goods should be packaged for the return as they were received (rolled, folded, etc).
- e. The customer **must provide digital pictures of the return packages prior to the return**. This is so we have a picture of the return in the event that the freight carrier damages the product during transit back to CTL.
- f. If CTL is responsible for the return freight, CTL will provide the freight carrier and method of service for the return shipment to be used. *Please note that failure to use the CTL designated freight carrier and service method will result in CTL billing back return freight charges.*
- g. Customer advises CTL when goods have been picked up including any applicable Tracking information so CTL can trace the goods to our door.

For Return Shipments from the USA, please note that CTL Leather's Custom Broker is **Milgram & Company**.

MILGRAM & COMPANY LTD

400 – 645 Wellington, Montreal, QC, H3C 0L1, Canada

Tel: 514.288.2161, Fax: 514.288.2519

Email: team7docs@milgram.com

This must be detailed on all return documentation including waybill of freight carrier. CTL will debit back all brokerage/clearance charges if Milgram is not used.

### **3. CTL receives returned packaged**

- a. Upon receipt of returned goods, CTL will inspect goods for final acceptance of return. *Please note that leather returned to CTL not in accordance with the above will not be credited.*
- b. CTL inspects the goods upon receipt and provides your company with a report on the returned shipment including any applicable corrective action to be taken.

### **4. If the return is approved by CTL**

- a. CTL will issue a Credit Memo # (RMA) to your company's Accounting Department for the return quantity received by CTL.
- b. CTL's Credit Memo is the document which provides the agreed monetary amount that can be debited from outstanding accounts receivable. Any debits taken by the customer prior to the issue of the Credit Memo are not considered as binding and may require re-payment to CTL.
- c. Should your company desire, the value of the Credit Memo may be refunded via cheque and/or credit card upon written authorization to CTL.

### **Notes**

- a) RETURNED GOODS THAT ARE DEEMED NOT TO BE DEFECTIVE WILL RESULT IN A CHARGE BACK OF ALL RETURN FREIGHT AND BROKERAGE CHARGES INCURRED BY CTL TO THE CUSTOMER. GOODS WILL THEN BE RETURNED TO THE CUSTOMER AT THE CUSTOMER'S EXPENSE.
- b) CTL WILL NOT ACCEPT OR PROVIDE CREDIT FOR RETURN OF CUT OR DAMAGED HIDES OR CUT & SEWN PARTS DAMAGED AT THE CUSTOMER'S LOCATION.
- c) IT IS ONLY UPON ISSUE OF A CREDIT MEMO BY CTL THAT ANY MONETARY AMOUNT MAY BE DEBITED FROM OUTSTANDING RECEIVABLES. THIS IS BECAUSE WHAT IS OFTEN RETURN VS. WHAT IS RECEIVED AT CTL DOES NOT MATCH OR THERE IS A DISCREPANCY WITH WHAT IS RETURNED.

**Thank you for your co-operation,  
Management**