



CTL LEATHER

A Garrett Leather Company

Guarantee

HOW DOES THE CTL GUARANTEE WORK?

If you are not 100% happy with your purchase, you may return the item(s). We will either issue a full refund or process a new order for replacement hides of the same product, at no cost to you for returns made within 60 days of purchase.

WHAT PRODUCTS ARE COVERED UNDER THE CTL GUARANTEE?

The CTL Guarantee applies to in-stock inventory.





DOES THE CTL GUARANTEE APPLY TO CUSTOM ORDERS?

The CTL Guarantee applies only to the in-stock products. We stand behind our products and will certainly work with you to rectify any issues that arise with custom orders.

HOW DO I RETURN THE LEATHER?

All items should be returned in the same manner as they were received. Please roll leather hides smoothly on the shipping tubes to prevent damage during transit. Please call to request shipping boxes and tubes if they have been discarded. We can not Guarantee full credit if goods arrive damaged and not in the original packaging.

WHO PAYS FREIGHT FOR RETURNS?

For orders shipping within the continental US, Canada, or to the UK, we will cover freight to send the items back to us. If we are replacing your order, we will cover UPS Ground Freight charges for the replacement as well. UK orders will ship via UPS Expedited Worldwide.

MAY I REPLACE MY ORDER WITH A DIFFERENT LEATHER?

Yes, you may replace your order with a different leather. Simply return your first order for a refund and we will process a new order for the replacement order. Additional charges may apply if you select a higher priced item. We will cover UPS Ground freight charges within the continental US to ship the replacement leather to you.



ARE RESTOCKING FEES WAIVED?

Yes, orders that qualify for our CTL
Guarantee don't have restocking fees.



WHAT IF THE UPHOLSTERER ALREADY STARTED TO CUT THE LEATHER?

Our guarantee applies to uncut and unmarked products. Once the leather is cut or damaged, the guarantee no longer applies. If you're unhappy with our products once cutting begins, we'll work with you to solve the issue.

WHEN DOES THE CTL GUARANTEE START?

The CTL Guarantee applies to purchases made on or after July 01/2024.

WHAT IS YOUR PRODUCT WARRANTY?

- CTL Leather warrants our products will be free from defects in design, material, and workmanship and will be suitable for the intended purpose under normal indoor conditions.
- This warranty does not cover damage to leather resulting from misuse, outdoor use, exposure to direct sources of heat or sunlight, damage from pets, insects, or animals, spills or stains, or the use of harsh chemicals or abrasives.
- CTL Leather warrants our leather for a period of three years from the date of installation under normal wear conditions.
- Use of any cleaners and/or conditioners not supplied by CTL Leather will specifically negate this warranty.
- During the warranty period, products that prove to be defective due to manufacturing or workmanship by CTL Leather will be replaced or repaired. Labor costs for upholstery or installation of replacement materials are not covered under this warranty.





WHAT IS THE DIFFERENCE BETWEEN YOUR CTL GUARANTEE AND YOUR PRODUCT WARRANTY?

Our CTL Guarantee is for our customers to ensure they're happy with our products upon receipt of purchase. It no longer applies once the hides are cut and upholstered.

Our Product Warranty is for end users, after the upholstered leather is in use.