

## **Beryl-Edwin (London) Terms & Conditions**

### **WARRANTY REGULATIONS**

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This warranty covers our items bought from online store that may present a manufacturing or materials defect under normal conditions of use:

- Stitching failures
- Assembly defects
- Material failures (abnormal ageing, abnormal deterioration etc.)
- Metal fittings' defects (press studs not working, locks and hinges loosening, hooks and rings breaking, etc.)

These are just a few examples; each case will be assessed individually, and this warranty does not cover normal wear and tear. Depending on the items and the problem at hand, we will either repair or replace the item.

### **What we don't cover**

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- General wear and tear
- Damages caused by accident
- Alterations made to the original product by any third parties
- Any disregard to product care instructions
- General neglect through use
- The natural ageing process specific to each leather or material, including patination and burnishing (please refer to each leather description for more details on their specific finishes and ageing properties,

### **How to make a warranty claim**

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- Send us an email at [info@beryl-edwin.co.uk](mailto:info@beryl-edwin.co.uk) with pictures detailing the issues, if you can.
- Please provide us with the place, month/year of purchase.
- We will get in touch with you to get more information and decide with you the possible outcome.

## **PURCHASING**

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You place an order for your products on the Website by emailing us and follow the guided processes. We currently accept online payment by PayPal.

We will send you an order acknowledgement email detailing the products you have ordered. This is not an order confirmation or order acceptance from info@beryl-edwin.co.uk. Once payment is authorized, you will receive an email from us confirming your order within 24 working hours. These exclude weekends and any UK legal holidays.

If we are unable to supply any goods for any reason, We will inform you as soon as possible. And we will provide you with a refund for those goods within 5 working days.

## **BESPOKE GOODS**

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It is a demanding process with exacting expertise required at every stage of the bag's creation, the entire process takes some 1-2 months, allowing time for a number of fittings.

Whilst all reasonable care has been taken in producing the Beryl-Edwin online store, we cannot guarantee that the colour reproduction is an exact match with the goods sent to you. Different displays and stings mean that slight variations may occur. Whilst we endeavor to be as accurate as possible, all material sizes quoted are approximate.

## **CARE FOR YOUR BAG**

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### **How Do I Clean A Leather Handbag?**

The first step to a clean leather handbag is brushing the fabric with a damp cloth; this gets rid of any surface stains quickly and efficiently. Once the leather is clean, use a soft dry towel to blot away any moisture, then allow the bag to dry in a room-temperature environment.

### **What Happens If My Suede Handbag Gets Wet?**

Suede and water never mix, even if prepped with a suede-protection spray. If your suede bag has got soggy in the rain, stuff it full of newspaper – this prevents the leather shrinking – and allow to dry after blotting away as much water as possible. Never apply direct heat to any wet leather – this will cause cracking and shrinking.

### **Can You Repair A Scratched Leather Handbag?**

You need to be especially careful with leather as it's extremely difficult – if not impossible – to repair when damaged.

### **Help With My Very Dry Handbag**

If you're wondering how to rehydrate a dry leather handbag, you might need to moisturise the fabric with a specialist cream. There are oils, waxes and lotions which will all soften and rehydrate tired handbags – double check with us if you need help.