

Order Acknowledgement

Your order is not binding until you have received your order acknowledgment from Cortina Leathers. This order acknowledgment contains important information and ensures we have a common understanding of the order and its terms. You should print and review your order acknowledgment carefully and retain a copy for your records. Please address any questions or make any changes to your order as quickly as possible upon receiving your order acknowledgment. Cortina Leathers reserves the right to correct any errors, inaccuracies or omissions or cancel the order at any time.

Taxes

Cortina Leathers is required to charge sales tax based off of the "Ship To" destination of sale unless a valid Resale Certificate for the destination state is provided.

Minimum Order Requirements

Minimum order quantity is one whole hide. Leathers with hide sizes less than 40 sq. ft. must be purchased as a whole hide. Leathers with after treatments such as embossments, perforation, Crypton® applications and flame treatments require a whole hide minimum. Custom-order minimums range from 500 sq. ft. to 1,500 sq. ft.

Payment Terms

All production orders, which include orders for custom leathers, after treatments and stocked leathers which are larger than stocking level require a 50% non-refundable deposit to begin production. The balance is due according to terms on the Invoice. Custom orders cannot be cancelled or returned. Please consult your sales representative for all custom enquiries.

After Treatments

Most leathers can be treated with an additional flame-retardant finish and flame tested for an additional charge. Cortina Leathers offers several leathers standard with a Crypton® finish and Crypton can be added as an after treatment to certain additional in-stock leathers. We do not recommend Crypton for pure aniline or aniline leathers which do not come standard with a protective topcoat. Embossing and perforation is available upon request.

Overage

Every effort is made to ship as close to the ordered quantity without under-shipping. We abide by industry standards which allows for overage of 10% or at minimum up to the nearest whole hide.

Dye Lot Variation

Due to the natural qualities of leather, color variations may occur within the hide and from one dye lot to another, particularly for pure aniline and aniline leathers. These aniline leathers can have a higher variation between dye lots, while semi-aniline leathers will be more consistent in color and uniformity. There also may be variation from samples and displays.

Cutting for Approval (CFA's)

CFA's will be sent when requested only upon receipt of a formal purchase order. For certain markets, Cortina Leathers requires that a CFA from the current dye lot be approved in writing, prior to an order release. Otherwise, the leather will be shipped only upon receipt of written waiver of a CFA. For custom leather orders, a strike off serves as a CFA and no other CFA will be issued.

Reserves

Leather stock may be reserved when orders are imminent. Reserves are held for two weeks unless an extension is requested. There is a maximum of one extension for up to an additional two weeks.

Shipment Terms

Prices and terms are FOB Conneaut, Ohio unless otherwise indicated in Cortina Leathers' acknowledgement or Proforma invoice. When applicable, shipping directly from our Italian and German tanneries or our North Carolina warehouse can be arranged to any worldwide location.

Freight charges, handling and carton fees are additional. Applicable taxes and duties for International shipments are the responsibility of the consignee.

Shipping Damage

Freight is the responsibility of the customer who selects the shipping method and the carrier. In the case of visible freight damage, the shipment should be refused by the recipient. In the case of concealed

damage, Cortina Leathers will file the claim on the customer's behalf. In order to do this, claim reporting must meet the time and information requirements of the carrier. This requires you to inspect all products for damage upon receipt. You must report the damage to Cortina Leathers within five business days and you must be able to supply all required information, which typically includes photographs of the damaged packaging. You may be required to retain all leather and packaging for inspection by the carrier. Upon determination by Cortina Leathers, we will repair or replace damaged leather as quickly as possible.

Return Policy

Returns of standard leathers require prior written approval from Cortina Leathers. All authorized returns are subject to a 25% restocking fee. No returns on custom-produced or after-treated leather. No returns after the leather has been cut or processed. Chalk marks and tape must be removed prior to returning the leather. All returned leather is subject to a quality inspection and no refunds will be provided for damaged, mishandled or improperly packaged returned material. No returns will be accepted after sixty (60) days from date of original shipment from Cortina Leathers.

Warranty

Cortina Leathers' limited warranty varies by leather type. Please see cortinaleathers.com/resources/warranty for details.

Customer Service

If you need assistance, please call Cortina Leathers' Customer Service Department at 1-800-338-6229. You can also find useful information on how to locate a sales representative, leather specifications, color and quality selection, hide layout, performance ratings and care and cleaning instructions by visiting our website at cortinaleathers.com.