

SUBJECT: Blood stains on leather apparel items

After examination of this garment, we have found that due to the blood on this garment, we will need a customer's consent to proceed. Blood is a protein stain, and like all protein stains the blood is very difficult to get out of leather apparel. In leather solvents the blood and the leather solvent have a reaction that can cause the skins to turn hard in the cleaning process. We will have to use a wet method to attempt to remove the blood, and in using a wet method there is a possibility that the item may have over all shrinkage that we will not be able to restore. We will only proceed with the garment at the consent of the customer. We give no guarantee on the outcome of the garment. There may be color loss throughout the garment, and the hand feel may change. We will not be able to guarantee customer satisfaction.

We will do the best work possible, ***but we need the customer consent that the customer understands the risk involved***, and would like us to proceed with the cleaning process. If the customer would like to proceed with the cleaning process, ***the customer needs to sign in the box below and return this letter with the garment for cleaning.***

We appreciate your business, and your cooperation in this matter. If you or your customer has any questions, please feel free to contact me at 1 (800) 818-7669.

The customer understands the risk involved, and would like us to proceed with the cleaning process.

Customer Signature _____