

# Terms & Conditions for Custom Orders

## Wild Path Leather

Effective Date: 21/8/25

Custom and bespoke orders are a special part of what we do at Wild Path Leather. Because these pieces are made to your individual specifications, the following Terms & Conditions apply in addition to our standard policies.

---

### 1. Deposits & Payment

- A **non-refundable deposit of [X% or £X]** is required to confirm your custom order.
  - The deposit amount will be clearly set out in your **confirmation email quote**.
  - Work will not begin until the deposit has been received.
  - The remaining balance must be paid in full before the item is dispatched or collected.
- 

### 2. Order Confirmation

- A detailed quote and specification will be sent to you by email before work begins.
  - By paying the deposit, you confirm that you have reviewed and approved the design, materials, and estimated lead time.
- 

### 3. Lead Times

- Custom order lead times vary depending on complexity and current workload. An estimated completion date will be provided in your confirmation email, or consultation when applicable.
  - While we do our best to meet agreed deadlines, delays may occur in the event of supply issues or unforeseen circumstances. You will be notified promptly of any changes.
- 

### 4. Cancellations

- Deposits are **non-refundable** once paid, as they cover design time, materials sourcing, and initial labour.
  - If you choose to cancel your order after the deposit has been paid, no refund will be issued.
  - If we are unable to complete your order for reasons on our side, a full refund (including deposit) will be issued.
- 

### 5. Changes to Orders

- Any requested changes after confirmation may affect the final cost and lead time.
  - Significant alterations may require a revised quote and an additional deposit.
- 

### 6. Returns & Refunds

- Custom and bespoke items are **non-returnable and non-refundable**, unless the item is faulty.
  - Faults must be reported within **7 days** of receiving the item. In such cases, we will repair, replace, or refund at our discretion.
- 

### 7. Repairs & Aftercare

- We offer guidance on leather care and can provide repair services for a fee. Please contact us for details.
- 

## **8. Governing Law**

These Terms are governed by the laws of England and Wales.