

**Warranty Terms for Leather Goods - Partner Training Guide**  
**JOST GmbH Service Excellence Program**  
*Training material for retail partners and their staff*

**Introduction**

As your trusted partner, JOST GmbH is committed to providing exceptional leather goods and comprehensive support. This guide will help your sales team understand our warranty terms and provide excellent customer service to end consumers.

**Our Service Philosophy**

JOST GmbH stands behind the quality of our leather products. We believe in transparent communication and fair warranty handling, ensuring both you and your customers have confidence in our brand.

**1. Warranty Overview for End Consumers**

**Standard Warranty Period**

- **All leather goods:** 24 months from purchase date
- **Coverage begins:** Date of retail purchase (not wholesale delivery)

**What Our Warranty Covers**

- ✓ **Material defects** (e.g., leather cracking, color bleeding, hardware failure)
- ✓ **Manufacturing defects** (e.g., stitching failures, zipper malfunctions)
- ✓ **Product non-conformity** (deviation from specified quality standards)
- ✓ **Hidden defects** present at time of purchase

**Customer Inspection Requirements**

- **Product inspection:** Customers should examine products upon receipt
- **Timely reporting:** Defects should be reported promptly once discovered
- **Documentation:** Photos and purchase receipt required for warranty claims

**What is NOT Covered (Customer Education)**

**Normal Wear and Exclusions**

- ✗ **Natural aging and patina** (this adds character to genuine leather)
- ✗ **Normal wear from regular use** (scratches, scuffs from daily handling)
- ✗ **Damage from misuse** (exposure to excessive heat, chemicals, sharp objects)
- ✗ **Lack of proper care** (failure to follow care instructions)
- ✗ **Accidental damage** (drops, spills, pet damage)
- ✗ **Color variations** (natural leather characteristics)

**Care Instructions to Share with Customers**

- Store in dust bags when not in use
- Avoid direct sunlight and extreme temperatures
- Clean with appropriate leather care products only
- Allow leather to dry naturally if exposed to moisture

## 2. Customer Rights and Remedy Options

### When Warranty Claims are Valid

#### First option - Repair or Replacement:

- We will repair the item or provide equivalent replacement
- Customer's choice between repair and replacement
- No charge for warranty repairs

#### If repair/replacement fails:

- Price reduction (partial refund for diminished value)
- Contract cancellation (full refund upon product return)

### Process for Warranty Claims

#### Step 1: Initial Assessment

- Verify purchase date and warranty period
- Examine product and damage documentation
- Confirm defect is warranty-covered

#### Step 2: Contact JOST GmbH

- Submit warranty claim with photos and purchase proof
- Our quality team will assess within 5 business days
- Clear communication on approval or additional information needed

#### Step 3: Resolution

- **Approved repairs:** 2-3 weeks processing time
- **Replacements:** Subject to inventory availability
- **Refunds:** Processed within 10 business days of product return

## 3. Important Legal Framework

### Product Descriptions and Samples

**Please note:** Product samples, color swatches, and material descriptions serve as approximate guidelines only. Natural leather variations are normal and expected. Only written specifications explicitly confirmed by JOST GmbH constitute guaranteed product characteristics.

### Quality Standards

Our leather goods meet German manufacturing standards and EU quality regulations. Each product undergoes quality control before shipment to ensure consistency and durability.

#### 4. Your Role as Our Retail Partner

##### Setting Customer Expectations

- Explain the natural characteristics of genuine leather
- Provide care instructions with each purchase
- Emphasize the importance of immediate inspection
- Collect accurate customer contact information
- Complex warranty situations
- Customer disputes requiring expert assessment
- Technical questions about product specifications
- Bulk warranty issues

##### Documentation Requirements

Always collect and retain:

- Original purchase receipt
- Customer contact information
- Clear photos of any reported defects
- Written description of the issue

#### 5. Contact Information & Support

##### Warranty Claims Department

JOST GmbH Germany

Email: [office@jost-bags.com](mailto:office@jost-bags.com)

Phone: +49 (0) 2662 9421-0

#### 6. Quick Reference for Staff

##### Warranty Checklist

- ☐ Verify purchase date (within warranty period)
- ☐ Confirm defect type (covered vs. normal wear)
- ☐ Document with photos
- ☐ Complete warranty form
- ☐ Submit to JOST GmbH promptly after discovery

##### Common Customer Questions

**Q: "How long do I have to report a problem?"**

A: Please report defects promptly once discovered, within the warranty period.

**Q: "Is leather color change covered?"**

A: Natural patina development is normal. Unusual color bleeding or fading may be covered.

**Q: "Can I get a refund instead of repair?"**

A: Refunds are available if repair/replacement isn't possible or fails repeatedly.

*This guide reflects German consumer protection law and JOST GmbH terms and conditions (effective September 28, 2016). For complex situations, please contact our warranty department directly.*

**JOST GmbH - Your Partner in Quality Leather Goods**