

**Q. How do I take care of deerskin?**

**A.** Deerskin doesn't want or need much care. Please don't put any leather "treatment" on your bag! Deerskin is so porous, it soaks up that stuff and will feel like an oily rag! After a year or two, if your bag does get dry, plain ol' handcream (Jergens lotion, for example) is best. It will darken the leather temporarily, but in a day or two it will spread into the whole bag evenly and the color should return to normal.

**Q. Will rain or water spot deerskin?**

**A.** Yes, sometimes. But all you have to do to fix it is stretch the leather where the spots are and they'll disappear!

**Q. I've melted some Junior Mints inside my bag. Help!**

**A.** It's bath time. This is radical, but usually works: Wash the bag as you would a white t-shirt. Fill the sink with warm water and mild soap. Put some of the soap right on the stains. Scrub if you must. When it's all clean, hang to dry. It'll take a couple days. Then it'll be all stiff.... Get out the hand cream (see above) and rub it all over then stretch and pull the leather to soften it back up.

**Q. A pen leaked inside my bag, and now there's an ugly spot. Any hope?**

**A.** Indelible ink is, unfortunately, indelible. Maybe you're lucky, and yours will be washable. I am guessing against it, though. How much do you love this bag? If the spot is too ugly to live with, send the bag to us and maybe we can patch it somehow. This will add character! We do charge for this enhancement, though.

**Q. My bag needs a repair. Will this cost a fortune?**

**A.** Depends what's wrong. Our bags are not supposed to break, even if you fill them with lead and swing them over your head! So if it's something structural, that's our responsibility and we fix it, free. If, on the other hand, you've closed it in the car door and dragged it for 50 miles then we do our best to help you out for as little cost as we can. If it looks very grave, we estimate it up front so you can decide.

**Q. What is your return policy?**

**A.** We want our customers to be happy! So if you have purchased something that is not working for you, we want to adjust the situation if at all possible. Please contact us.

You may return anything you purchase, (in new condition, of course!) within one year, and exchange for something of value equal to what you paid.

- Between one and two years, you may return your purchases (in new condition) for exchange, less a 20% restocking fee
- After two years, there's a 50% restocking fee.
- In every case, though, we have to stress that we can't give full value if the items are not in new condition. You'd think that would be obvious, but we have gotten back items that have been left in the window to die for months, or smell of cigarette smoke, or perfume, or have ink marks on them. And we've received pieces that we made in the 70s!

- For items that are not in new condition, we'll have to study the item and make an individual determination. If the item has misbehaved (broken or faded, for example) we may replace it or repair it at our cost. If you got ink or lipstick on it, we might just cover that up with fringe for you. If you broke your rock or beads, we can probably replace those. In those cases, we charge you what it costs us to fix it. Just send us your purse and a note saying what your dream is (a fix, exchange, or miracle) and we'll do our best!