

## Bold Lead Designs, LLC Warranty/Repair Form

### Have a warranty issue? Need a repair or replacement?

Please contact us directly and let us know what the issue is so we can find the best solution for you (repair or replacement as deemed necessary). Pictures are always helpful. In most cases we will have you send the item to us, with this completed form. If the product sustained damage under normal use, and is covered under warranty, we will make it right at no charge (just pay for shipping). All warranty and repair service request must be accompanied by this form and cannot be processed without the necessary documentation. Customer is responsible for all related shipping costs.

If your BLD leather, Brahma, training equipment, or harness ever breaks or is damaged from regular use, simply contact Bold Lead Designs for a replacement or repair at no charge. There is no time limit. This is the best warranty in the industry! Warranty is limited to replacement or repair of covered product only, and does not cover chewing, neglect, misuse, normal wear, or customer alterations. Bold Lead Designs reserves the right to determine if a repair or replacement is covered by our warranty. Items that we don't make in our workshop, like accessories and consumable items, are excluded. Note: Any item sold as used or imperfect or marked with a star is excluded from any warranty or guarantee.

Limitation of Damages: Bold Lead Designs, LLC, or its associates, cannot be responsible for any claims or liabilities beyond the scope of guarantee. No other warranties, expressed or implied, are made. User assumes all responsibility for proper and safe use of product and care of animal. Customer pays for shipping for warranty claims. Allow 5-7 business days for most repairs. For harness and harness parts please allow 7-10 business days.

**You can reach us at: 303-856-3012 or orders@boldleaddesigns.com**

Non-warranty repairs and alterations may be available, even for chewing, costs start at \$5 plus shipping. We will provide an accurate quote upon assessing the damage.

**Please send warranty/repair items to: (all delivery methods accepted)**

**Bold Lead Designs  
Warranty/Repair  
350 Norfolk St  
Aurora, CO 80011**

Customer Name

Shipping Address

City

State

zip /postal code

Province

Country

Phone Number

Email

**Item(s) included in this shipment:**

**Reason**

Please provide any information or notations that will be helpful for us to know! (please back of form if you need more space)

**How would you like to pay for any balance/shipping charges due?**  
(We do not keep payment info on file.)

- Check included
- Send PayPal Request for online CC payment
- Call me!
- Charge my credit card

Credit card #	
Expiration:	Verification code:
signature:	

**Select a shipping method below.**  
**Shipping estimates to USA (via USPS)**

- First Class, small items up to 12 \$5.25
- Priority Mail padded envelope \$9.00
- Medium Flat Rate box \$15.25
- Other (please specify)

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**International customers, feel free to email us at orders@boldleaddesigns.com for a shipping quote.**

Please allow 5-7 business days for your request to be processed and resolved once we receive your item. Tracking information will be emailed to you when a shipping label is generated.