FAQ and Help

Redsmith Leatherwork

Last revised: October 24th, 2026

www.redsmithleatherwork.com/faq-and-help

1. Payment

In the online shop, you can pay with PayPal or by credit card. Card payments are processed by Stripe. I never see or store your full card details.

At markets and for in-person sales, I also accept payment through Zettle.

2. Shipping

2.1. Where I ship

I make everything in France and ship physical items to the following destinations: France, Switzerland, the United Kingdom, Norway, Iceland, the United States, Canada, Japan, South Korea, Taiwan, Hong Kong, Singapore, Australia and New Zealand.

PDF patterns are available worldwide: no parcel, no customs, no shipping cost.

If your country does not appear at checkout, it means I do not ship there. This selection reflects the regulatory obligations that apply to each destination and the import restrictions affecting leather goods. You do not need to check anything on your side.

Minimum order value and free shipping

Two destinations have a minimum order value: 175 EUR for the United Kingdom and 250 EUR for the United States. Below these amounts, shipping to these countries is not offered at a usable rate.

For the United Kingdom, shipping is 40 EUR between 175 and 250 EUR, and free above 250 EUR. Parcels go out by Colissimo with tracking, as everywhere else.

The reason for the British minimum is not the postage. Since 2021, a parcel sent from France to a UK customer below 135 GBP has to be sold with UK VAT collected by the seller and paid to HMRC, which means registering there. A one-person workshop cannot carry that paperwork, so orders start above the line instead.

Costs and delivery times

Shipping costs are calculated automatically at checkout, based on parcel weight and destination. For the United States and the United Kingdom, they depend on the value of the order.

Orders are usually made ready within 1 to 10 days. Parcels are sent through La Poste, by Colissimo or Chronopost. You receive a tracking number as soon as the parcel leaves. Allow 3 to 5 working days within France and 5 to 10 working days internationally, depending on the destination.

For an urgent delivery, write to me at redsmithleatherwork@gmail.com: an express service can be arranged, with the extra cost payable by you.

Customs and import taxes

Orders shipped outside the European Union may be subject to import VAT, customs duties and carrier handling fees. These are set by the destination country and are payable by the recipient on delivery. They are not included in the prices shown.

Indicative rates: Switzerland 8.1%, United Kingdom 20%, Norway 25%, Iceland 24%, United States variable.

3. Custom and made-to-measure orders

Some personalisation options are available directly in the shop. I also take custom and made-to-measure commissions.

Write to me at redsmithleatherwork@gmail.com or use the contact form, describing what you have in mind, your contact details and your measurements where relevant. I reply with a quote within 48 hours.

I cannot take on every request, depending on my workload or the nature of the project. Thank you for understanding.

4. Cancelling or changing your mind

Cancelling before I start

If you want to cancel an order before I begin working on it, write to me as soon as possible at redsmithleatherwork@gmail.com with your order number. As long as work has not started, cancelling is no trouble at all, including for a made-to-measure piece.

Right of withdrawal

For catalogue items, you also have a legal right of withdrawal of 14 days from delivery, with no reason required. This right applies independently of the above and is not limited to a few hours.

Two exceptions provided for by law: made-to-measure or personalised pieces, and digital patterns once the download has begun. To exercise it, write to me at redsmithleatherwork@gmail.com. The simplest way is to fill in Annex 1 to the Terms of Use and Sale - the withdrawal form - and send it back to me by e-mail. It is not compulsory: any clear statement of your decision to withdraw is valid. But the form already has every detail I need, and it saves us both an exchange of e-mails. I acknowledge receipt as soon as it arrives, and I send you the return procedure straight away.

5. Returns, refunds and exchanges

How to return an item

Contact me within 14 days of delivery and I will send you the procedure. You then have 14 days to send the item back.

The item must come back in a condition allowing resale: unworn, unwashed, with its original labels and packaging. Return shipping is at your expense.

What you get refunded

I refund the price of the item together with the original shipping cost, up to the cheapest standard delivery method I offer. The refund is issued within 14 days of receiving the returned item, to the payment method used for the order. How quickly it reaches your account then depends on your bank.

If you have not received anything after 10 days, write to me.

Lost or damaged parcels

If your parcel is lost or damaged in transit, the responsibility is mine until it reaches your hands. Let me know: I will either send the item again or refund you, and I will handle the claim with the carrier. That is not your job.

Exchanges

Contact me within 14 days of delivery with your order number and I will explain the procedure. Made-to-measure and personalised pieces cannot be returned or exchanged.

6. Guarantees

Your legal guarantees

Independently of everything below, you benefit free of charge from the legal guarantee of conformity for 2 years from delivery, and from the legal guarantee against hidden defects for 2 years from the discovery of the defect. These guarantees are mandatory under French law: nothing on this page can reduce them.

To claim under them, write to me at redsmithleatherwork@gmail.com with photographs and your proof of purchase, order confirmation e-mail or invoice.

What I repair on top of that, as a commercial commitment

Beyond my legal obligations, I stand behind my work. In every case below, shipping both ways is at your expense.

- Leather: if a strap breaks, I replace it free of charge.
- Hardware: rivets, snap fasteners and eyelets are guaranteed. If one breaks or comes loose, I replace it.
- Stitching: if seams give way despite normal use and regular care, I repair them free of charge. Some internal seams are unfortunately beyond repair.
- Zips: I will repair them, with the cost of a new zip of equivalent size and quality payable by you.

What is not covered

Natural ageing of the leather, lack of care and damage caused by abnormal use fall outside both the commercial guarantee and the legal guarantee of conformity. Leather is a living material: it needs regular care and a nourishing cream from time to time. A piece that is looked after lasts for decades.

7. Any other question?

Write to me at redsmithleatherwork@gmail.com or use the contact form.

I answer everyone.