



Ten good reasons to choose Townsend for all your leather needs . . .

1. *Townsend is the Manufacturer*

- ◆ We do all of our own processing: coloring, finishing, embossing, special effects, and flame-proofing.
- ◆ As the manufacturer we maintain records and retainer samples from each shipment so that we can match previous dye lots exactly.
- ◆ Our 230,000 SF factory is located in Upstate New York at the foothills of the Adirondack Mountains where there is a long history and tradition of leather-making.

2. *Customer Service*

- ◆ Our knowledgeable and experienced customer service staff offers unparalleled service and support.
- ◆ We train our customer service representatives to respond quickly, clearly, and factually to every inquiry and request, and to track orders very closely to ensure timely delivery of high quality design leather.

3. *Quality Control*

- ◆ Our experienced craftsmen are required to inspect, certify excellence, and sign their name at more than 15 stages of the complex manufacturing process.
- ◆ We maintain our own quality testing laboratory. Every order undergoes comprehensive testing to assure compliance with industry quality standards.

4. *We Use Only the Finest Raw Materials*

- ◆ High quality leather must begin with the best raw materials. Townsend accepts only the finest hides and skins from partner tanneries around the world.
- ◆ These select hides are re-graded to our high quality standards then aniline-dyed, embossed and finished in our own factory.

5. *We Provide Design Solutions for our Customers*

- ◆ Our trained customer service staff and our experienced production managers assist customers in choosing the right product for every application from our standard line, or by helping them to create the specific color, texture, or quality needed to meet their exact specifications.

6. *Stock Programs & Short Lead Times for Custom Orders*

- ◆ Townsend offers a wide selection of leathers in-stock for immediate shipment; custom orders are usually produced in just 3 – 4 weeks.

7. *Sampling to Meet the Needs of Every Project*

- ◆ Townsend has an extensive supply of samples and a dedicated sample department focused on responding to customer requests for samples and presentation materials in a timely manner, and to tailoring the samples to fit every customer's unique needs.

8. *Townsend Engineers Products to Meet Project Specifications*

- ◆ As the manufacturer, Townsend can engineer leathers to meet not only exact design specifications but also to meet budget requirements of any project, large or small.

9. *Innovation and Creativity*

- ◆ We actively expand the possibilities of leather by continually creating and offering exciting new colors, textures, and designs.
- ◆ Townsend Leather is like a high-end textile, perfect for providing unique and creative solutions for interior projects, whether in a private residence, hotel, yacht or airplane.

10. *Townsend Offers After-Market Support Solutions*

- ◆ We not only sell leather, we support it in the field after the sale. We provide training programs in leather maintenance and repair to our customers, direct leather maintenance services through a network of trained and licensed leather repair technicians, and our own proprietary line of leather care, cleaning and repair products.