

## **Frequently Asked Questions for Consumers**

### **Important Questions and Answers Regarding the Warranty Replacement of Puez Mid PTX, Puez Knit Mid PTX, and Puez Knit PTX Hiking Shoes**

#### **What is the SALEWA announcement regarding the Puez Mid PTX, Puez Knit Mid PTX, and Puez Knit PTX hiking shoes about?**

Salewa is conducting a voluntary warranty replacement for all PUEZ Men's and Women's hiking shoes because our internal tests have shown that the quality of the shoes produced does not meet the standards of our premium brand. Inconsistencies in the lateral rand adhesion quality were found, which can cause aesthetic defects, such as tears or delamination.

We want to emphasize that this imperfection does not compromise the safety and functionality of the product.

#### **Which SALEWA products are subject to voluntary replacement?**

The affected shoes are:

- Puez Knit MID PTX M, model code 61434, in color codes 0971, 8769, and 5136
- Puez Knit MID PTX W, model code 61435, in color codes 0971, 7392, and 1505
- Puez Knit PTX M, model code 61436, in color codes 0971 and 8769
- Puez Knit PTX W, model code 61437, in color codes 0971 and 5136
- Puez MID PTX M, model code 61438, in color codes 0971, 7272, 8769, and 2151
- Puez MID PTX W, model code 61439, in color codes 0971, 7373, 1505, and 5651

There are no other PUEZ models subject to this replacement programme

The PUEZ shoes subject to replacement can be identified by the label inside the tongue of the shoe. This label will show the product code and color code.

For more information on the replacement and how to complete the process, visit [www.salewa.com](http://www.salewa.com) at the bottom of the page, in the "RECALL and REPLACEMENT" section.

On the site, you will find all the documents with information on how to identify the products subject to replacement and how to proceed. There is also a FAQ document to answer any questions.

#### **Why does SALEWA recommend replacing the Puez Mid PTX, Puez Knit Mid PTX, and Puez Knit PTX shoes? What is the problem with the shoes?**

SALEWA recommends a voluntary replacement as a precaution because inconsistencies were found in the quality of the lateral rand adhesion, which can cause aesthetic defects such as cracks, tears, or delamination from the upper material, resulting in aesthetic quality that does not meet SALEWA standards.

### **Can I fix or repair the problem?**

The problem with the Puez Mid PTX, Puez Knit Mid PTX, and Puez Knit PTX shoes cannot be fixed or repaired by consumers. Consumers can return the impacted products to SALEWA according to the replacement procedures described below.

### **Is there a date code or serial number I need to know to check if my product is subject to replacement?**

The PUEZ shoes subject to replacement can be identified by the label inside the tongue of the shoe. This label will show the product code and color code.

Here are the product codes in question:

- Puez Knit MID PTX M, model code 61434, in color codes 0971, 8769, and 5136
- Puez Knit MID PTX W, model code 61435, in color codes 0971, 7392, and 1505
- Puez Knit PTX M, model code 61436, in color codes 0971 and 8769
- Puez Knit PTX W, model code 61437, in color codes 0971 and 5136
- Puez MID PTX M, model code 61438, in color codes 0971, 7272, 8769, and 2151
- Puez MID PTX W, model code 61439, in color codes 0971, 7373, 1505, and 5651

### **What should I do with a product subject to voluntary replacement?**

Check for aesthetic defects (breakage, delamination, detachment, or cracking of the rubber lateral rand). If present, return them to SALEWA for replacement. (See the next paragraph "What is the replacement procedure?"). Please note that the shipping expenses will be at your costs.

### **What is the replacement procedure?**

First, at [www.salewa.com](http://www.salewa.com) at the bottom of the page, in the "RECALLS and REPLACEMENT" section, for more information on the replacement and how to complete the return and replacement process.

On the Salewa website, you will find the options we offer to return the shoes subject to voluntary replacement:

1. Deliver the shoes to the store where you purchased them, or to any authorized Salewa retailer, or to a Salewa Store or Mountain Shop (you will find the list of stores attached [www.salewa.com/StoreLocator](http://www.salewa.com/StoreLocator)). The point of sale will handle your return and give you the option to choose a replacement model.
2. Access the Salewa website [www.salewa.com/recall](http://www.salewa.com/recall) and follow the instructions in the "ONLINE REPLACEMENT INSTRUCTIONS MANUAL" to select the model you are

returning and choose the one you want as a replacement product. Please note that return shipping will be at your expense.

Or contact us at the following numbers on 8.30 AM to 9.30 PM CET Monday to Thursday & 8.30 AM to 5.00 PM CET on Friday :

support_at@salewa.com	+43 720 230812	Salewa Österreich
support_de@salewa.com	+49 89 120 895883	Salewa Deutschland
support_it@salewa.co	+39 0471 1660107	Salewa Italien
support_ch@salewa.com	+41 22 539 15 17	Salewa Schweiz
support_fr@salewa.com	+33 9 74 59 16 96	Salewa Frankreich
support_es@salewa.com	+34 93 220 80 51	Salewa Spanien
support_uk@salewa.com	+44 1322 918493	Salewa Großbritannien
support_int@salewa.com	+44 1322 918493	Salewa International

If you choose to contact us by email, please include "PUEZ replacement" in the subject line so we can assist you directly.

### **What should I do if I purchased products subject to voluntary replacement online?**

The replacement procedure is the same for products purchased online, from authorized SALEWA retailers, or directly from SALEWA. (See the previous paragraph "What is the replacement procedure?")

Please note: The procedure may vary between the EU, USA, and other countries. Please follow the instructions for your country.

### **What should I do if I purchased used products subject to replacement?**

Consumers who purchased used Puez Mid PTX, Puez Knit Mid PTX, and Puez Knit PTX shoes subject to replacement can follow the replacement procedure described in the previous paragraph "What is the replacement procedure?".

### **My product seems to work fine. Can I continue to use it?**

The product can continue to be used. The issue in question is purely aesthetic and may not necessarily occur on all models. Even if the issue is present, there are no safety or functionality risks associated with the product. Therefore, we recommend returning the shoes to SALEWA for replacement if you notice the occurrence of breakage or tearing of the side rubber band, as explained in the previous answers.

### **What could happen if I don't return the Puez Mid PTX, Puez Knit Mid PTX, and Puez Knit PTX shoes subject to voluntary replacement to SALEWA and continue to use them?**

If you continue to use the Puez Mid, Puez Knit Mid, and Puez Knit Low shoes subject to replacement and the afore mentioned issues occur, such as breakage or tearing of the side rubber band, you may be dissatisfied with the perceived aesthetic quality of the product. The safety and functionality of the product are not in question.

**How much will it cost me to return the Puez Mid PTX, Puez Knit Mid PTX, Puez Knit PTX shoes subject to voluntary replacement?**

The return of the product is free at all authorized retailers and Salewa stores.

If you wish to ship the product, shipping costs will be your responsibility and not covered by Salewa.

**How long does it take to receive the replacement model?**

We will do our utmost to ensure an efficient and quick process for shipping the replacement model. Unfortunately, we cannot provide a specific time or date for the shipment of the replacement model.

Shipping times depend on product availability and transportation. You can always check the availability of Salewa products online at [www.salewa.com](http://www.salewa.com).

**Are there any other SALEWA hiking shoes involved in the voluntary replacement?**

No, only the Puez Mid PTX, Puez Knit Mid PTX, and Puez Knit PTX shoes with the codes above are subject to this voluntary replacement.

**Where can I find more information? Who can I contact if I have any questions?**

You can contact us at the following numbers (8.30 AM to 9.30 PM CET Monday to Thursday & 8.30 AM to 5.00 PM CET on Friday ) :

support_at@salewa.com	+43 720 230812	Salewa Österreich
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support_it@salewa.co	+39 0471 1660107	Salewa Italien
support_ch@salewa.com	+41 22 539 15 17	Salewa Schweiz
support_fr@salewa.com	+33 9 74 59 16 96	Salewa Frankreich
support_es@salewa.com	+34 93 220 80 51	Salewa Spanien
support_uk@salewa.com	+44 1322 918493	Salewa Großbritannien
support_int@salewa.com	+44 1322 918493	Salewa International

If you choose to contact us via email, please include "PUEZ Replacement" in the subject line.

Or visit [www.salewa.com](http://www.salewa.com) at the bottom of the page in the "RECALL and REPLACEMENT" section for more information on the replacement and how to complete the return and replacement process.

On the Salewa website, you will find the options available for returning the shoes subject to voluntary replacement:

1. Deliver the shoes to the store where you purchased them, or to any authorized Salewa retailer, or to a Salewa Store or Mountain Shop (you will find the list of stores attached [www.salewa.com/StoreLocator](http://www.salewa.com/StoreLocator)). The point of sale will handle your return and give you the option to choose a replacement model.
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