

Consumer Letter – European Customers



23/09/2024

PUEZ PRODUCT WARRANTY REPLACEMENT

Dear Salewa customer,

As an owner of Puez Knit Mid, PTX Puez Knit, or PTX Puez Mid PTX trekking shoes (hereinafter collectively referred to as PUEZ), we would like to inform you that Salewa is voluntarily replacing all PUEZ Men's and Women's shoes as our internal tests have found that the quality of the shoes produced does not meet the standards of our premium brand.

Reason for Replacement: Inconsistencies were found in the quality of the side band gluing, which can cause aesthetic defects. We would like to emphasize that this imperfection does not compromise the safety and functionality of the product.



Product Description: The shoes subject to replacement 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

⇒ **No other PUEZ model is subject to this replacement program!**

Images of the PUEZ shoes to be replaced



Puez Knit MID PTX M 61434 Puez Knit MID PTX W 61435	Puez Knit PTX M 61436 Puez Knit PTX W 61437	Puez MID PTX M 61438 Puez MID PTX W 61439
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The PUEZ shoes we would like to replace can be identified by the label on the inside of the shoe's tongue. This label contains the product code and the color code. Please check the product code and color code of your item with the codes listed at the beginning of this page to verify that your product is indeed eligible for replacement.

Return and Replacement Instructions: We would like to inform you of the necessary steps to return the PUEZ shoes for replacement with a similar Salewa product.

Please visit www.salewa.com at the bottom of the page in the "RECALLS/ REPLACEMENT" section for more information on the return process and how to complete the return and replacement procedure. On the website, you will find all the documents with information on how to identify the products to be replaced and how to proceed. You will also find a FAQ document to clarify any doubts.

On the Salewa website, you will find the options we offer for returning the shoes:

1. Return the shoes to the store where you made the purchase or to any authorized Salewa retailer, Salewa Store, or Mountain Shop www.salewa.com/StoreLocator. The store will handle your return and provide you with the opportunity to choose a replacement model.

2. Visit the Salewa website www.salewa.com/recalls/replacement

To complete the return and replacement, we kindly ask you to use the same channel (store/online) used for the purchase.

Alternatively, 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
support_de@salewa.com	+49 89 120 895883	Salewa Deutschland
support_it@salewa.com	+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.

For any specific or additional information, please contact one of the above-mentioned contacts.

We sincerely appreciate your patience and support during our warranty replacement process, and we apologize for any inconvenience caused.

Thank you in advance for your cooperation.

Sincerely,

The Salewa Team