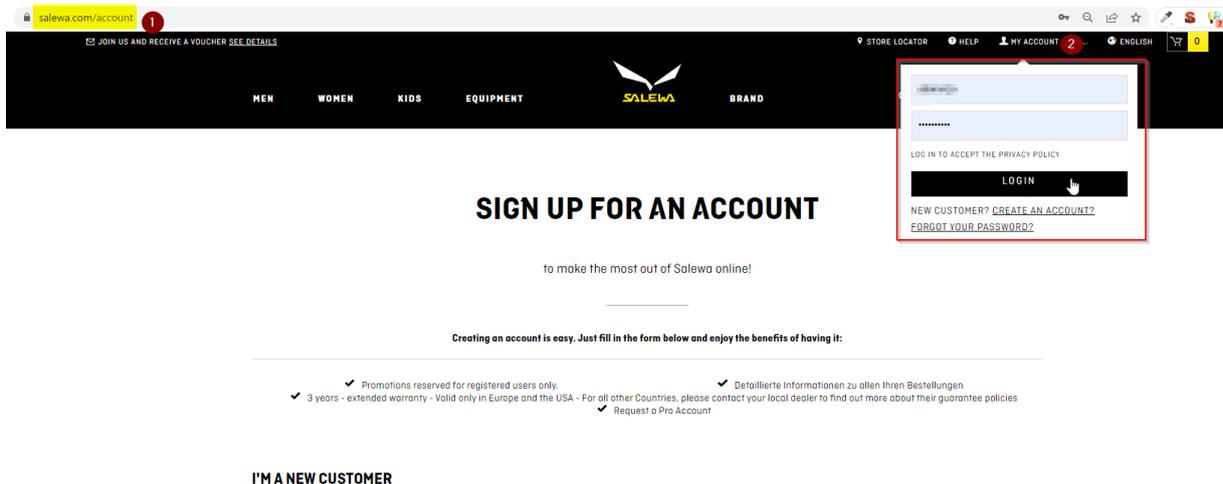


# Replacement Procedure Salewa PUEZ for End Consumers

## Step 1:

To proceed with the replacement, you need a valid account on <https://www.salewa.com/>. If you have one, please try to log in as in the screenshot:



If you don't have one, you can easily create a new account by filling out all fields here:

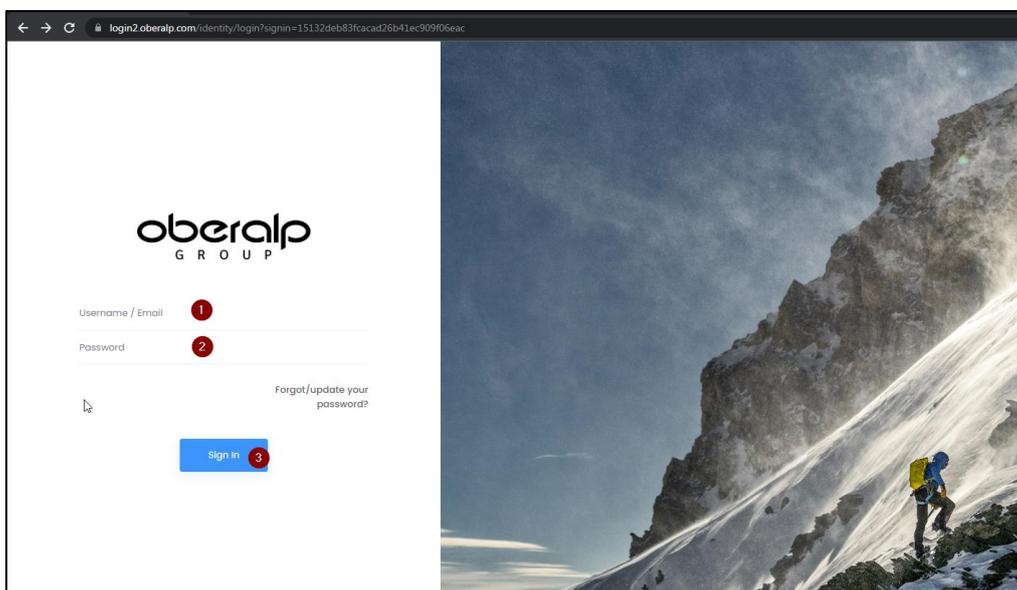
USA and Canada: <https://www.salewa.com/en-us/account>

Other Countries: <https://www.salewa.com/account>

Please make sure to provide the correct address, since your replacement product will be shipped there.

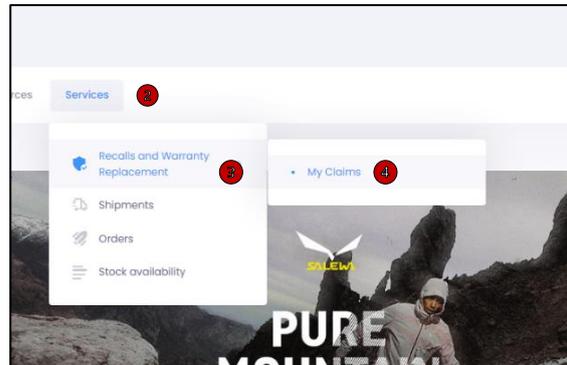
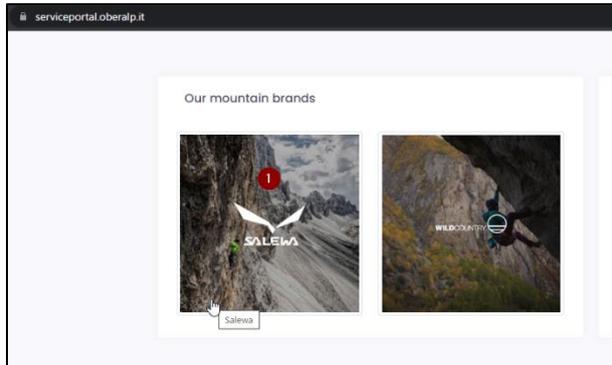
## Step 2:

Once you have a valid account, please go to [Service Portal](#) and login with credentials obtained at Step 1.



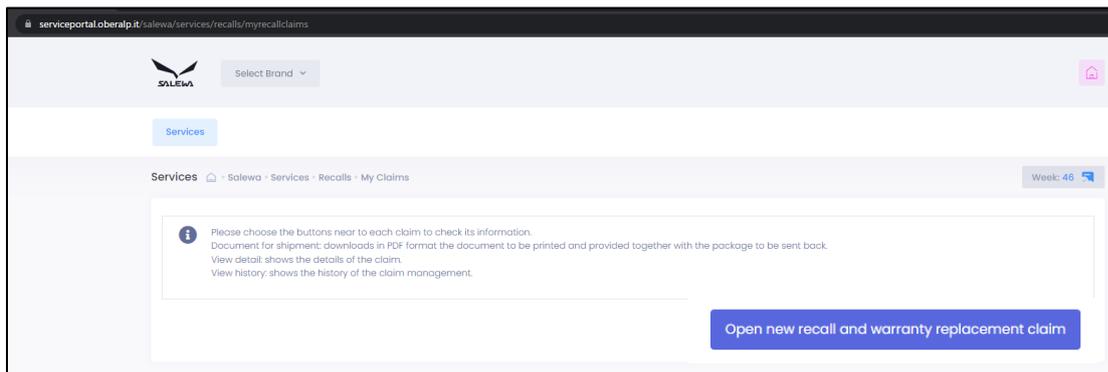
### Step 3:

After the successful login, please click on (1) Salewa, and then go to (2) Services > (3) Recalls and Warranty Replacement > (4) My Claims.



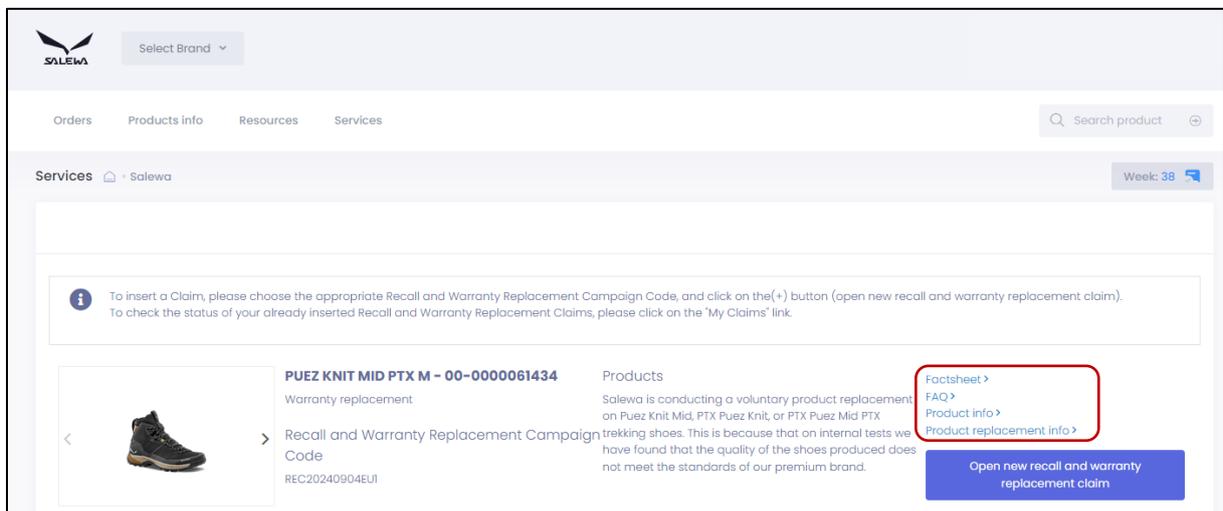
### Step 4:

Click on „Open new recall and replacements claim“.



You are now on the page where you can give your shoes back and request a new pair.

Here you can also find the most relevant information, the FAQ and all about these products.



## Step 5:

1. In the left column, select the product, color, and size, you are returning to us. To understand the right item number and color code, please check the internal label on the tongue of the shoe you are returning, according to the photo below.



2. In the middle column, specify the quantity of the items you are returning (most probably one).
3. In the right column, select the product, color, and size of the replacement model you would like to receive. Please pay attention to the code of the item you are selecting, because there are both men (MS) and women (WS) models as well to the availability!
4. Once you are done with the selection, click on “Submit claim”.

Services - Salewa Week: 38

Create new recall and warranty replacement claim

*For each item you are returning, please include the number and replacement product of your choice.*  
*Please add comments if you want to provide special information about the returned products and then click 'Submit claim'.*

[+ Add](#)

Returned product <span>1</span>	Quantity <span>2</span>	Product replacement <span>3</span>
<p>Product: [00-000061434] PUEZ KNIT MID PTX M</p> <p>Color: 0971 - Black/Black</p> <p>Size UK: 6</p> 	<p>Quantity: 0</p>	<p>Product: [00-000061359] MS MTN TRAINER LITE MID GTX</p> <p>Color: 8769 - Java Blue/Black</p> <p>Size UK: 10</p>  <span>Available</span>

Notes:

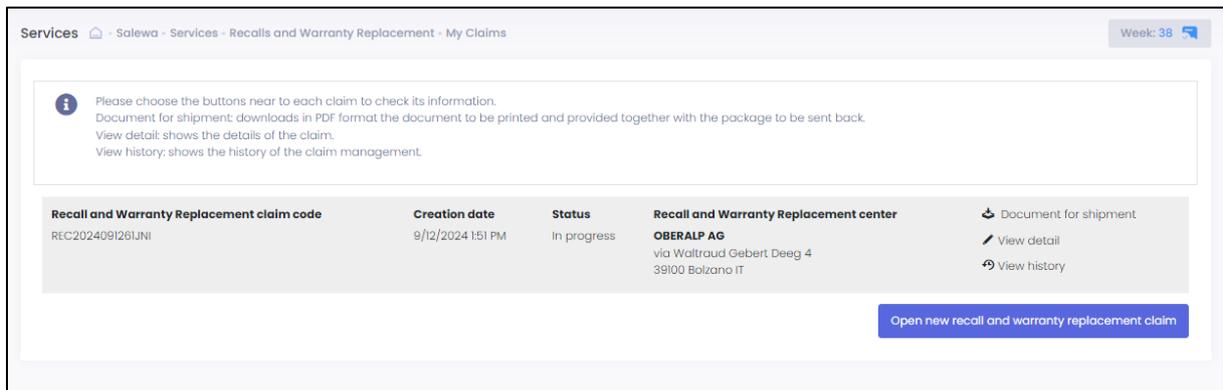
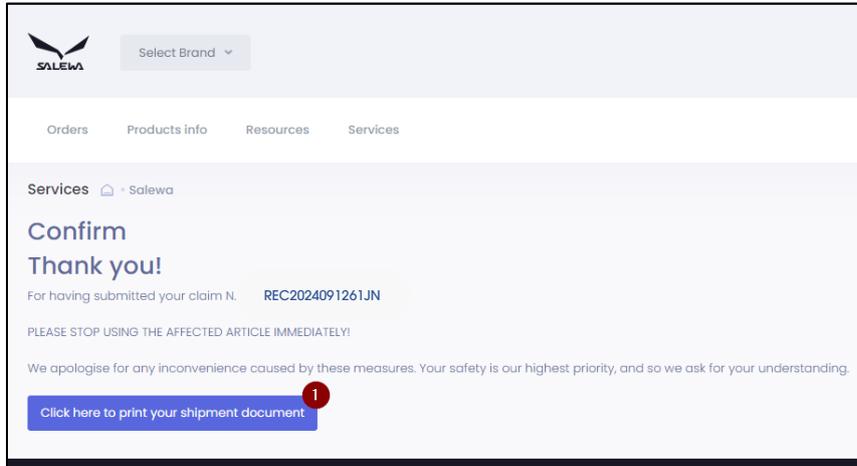
4 [Submit claim](#)

\* By clicking on the "Submit Claim" button, you agree to the data processing of your personal data by Oberalp SpA, its subsidiaries and third parties, necessary to fulfill the request of the claim, including contacting you concerning the specific Claim status.

If you need to return more than one product, click on the “+ Add” button.

## Step 6:

Once your claim was successfully submitted, you need to print the shipment document:



Print the PDF file you will find at the end of the process. In this file, you will find all the information and instructions on how to prepare and ship the package. Please, follow the PDF instructions.

## Step 7:

Once your package is received, you will get a notification email. Other mail will be sent to you while the process continues to inform you if the model you sent is the model subject of the replacement, and, in that case, the confirmation of shipment of the chosen model.