Replacement Procedure Salewa PUEZ for End Consumers

Step 1:

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

🔒 salewa.com/account						٥	- Q 🖻 🖈 🧷 💲 👫
JOIN US AND RECEIVE A VOUCHER SEE O	DETAILS					STORE LOCATOR SHELP L MY ACCOUNT	2 - 🔍 ENGLISH 🦙 0
	MEN WOMEN	KIDS	EQUIPMENT	SALEMA	BRAND		
						LOG IN TO ACCEPT THE PRIVACY POLICY	
						LOGIN	lu l
			SIGN U	P FOR AN A	CCOUNT	NEW CUSTOMER? <u>CREATE AN ACC</u> <u>FORGOT YOUR PASSWORD?</u>	OUNT2
			to m	ake the most out of Salev	va online!		
		Ci	reating an account is eas	y. Just fill in the form below an	d enjoy the benefits of having it	:	
	✓ 3 years - ex	Promotions reserved fo tended warranty - Valid (or registered users only. only in Europe and the US	A - For all other Countries, pleas Request a Pro Accou	 Detaillierte Informatione se contact your local dealer to fin int 	n zu allen Ihren Bestellungen Id out more about their guarantee policies	

I'M A NEW CUSTOMER

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 <u>Service Portal</u> 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".

serviceportal.oberalp.it/salewa/services/	/recalls/myrecallclaims	
SALEMA	Select Brand 🗸	Ð
Services		
Services 🗀) - Salewa - Services - Recalls - My Claims	Veek: 46 🗖
•	Please choose the buttors near to each claim to check its information. Document for shipment: downloads in PDF format the document to be printed and provided together with the pockage to be sent back. View detail: shows the details of the claim. Wew history: shows the history of the claim management. Open new recall and warranty replacement cl	laim

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.

SALU	EhA	Select Brand 🗸							
Or	ders	Products info	Resources	Services				Q Search product	Ð
Servi	ices 🗅	• Salewa						Week: 38	3 5
		o insert a Claim, plea o check the status of	PUEZ Warra Recc Code REC20	appropriate Recall and Warranty R serted Recall and Warranty Replac KNIT MID PTX M - 00-00004 nty replacement III and Warranty Replacement 3 240904EUI	eplacement Co sement Claims, 061434 nt Campaigr	mpaign Code, and click on the(+) button (open new rec please click on the 'My Claims' link. Products Salewa is conducting a voluntary product replacement on Puez Knit Mid, PTX Puez Knit, or PTX Puez Mid PTX trekking shoes. This is because that on internal tests we have found that the quality of the shoes produced doe: not meet the standards of our premium brand.	Factsheet > FAQ > Product info > Product replaceme S Open new r replac	nt info > ecall and warranty exemut claim	

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".

Create new recall and warranty replacement cla	in a				
create new recail and warranty replacement cla					
For each item you are returning, please include th	ie number and replace	ment product of you	ur choice.		
Please add comments if you want to provide spe	cial information about t	he returned produc	ts and then clir	ck 'Submit claim'.	
+ Add					
Returned product		Quantity 2		Product replacement	
			1		
Product		Quantity		Product	
[00-0000061434] PUEZ KNIT MID PTX M	*	0	~	[00-0000061359] MS MTN TRAINER LITE MID GTX	*
Color				Color	
0971 - Black/Black	~			8769 - Java Blue/Black	×
Size UK				Size UK	
6	~			10	~
4					
				Avoilable	
Notes:					
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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:

ALEMA	Select Brand 👻				
Orders	Products info Resources	Services			
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onfirm	Salewa				
hank ye	OU! iitted your claim N. REC20240912	261JN			
ASE STOP USIN	IG THE AFFECTED ARTICLE IMMEDIATELY	1			
apologise fo	r any inconvenience caused by these	e measures. Your safety is our	highest priority, ar	nd so we ask for your understanding.	
lick here to p	rint your shipment document				
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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.