

## Warranty

### Warranty & Repairs

SALEWA products are covered by a two-year warranty against material and manufacturing defects. This warranty protects legal rights, does not affect any other consumer right recognized by the law and may vary from one country to the next.

### General terms and prerequisites of the warranty

If the item is defective, you have 2 years from the date of purchase to submit a warranty application. In order for the warranty to apply, the return must be accompanied by the original receipt of sale or by a valid proof of purchase. In most cases the return under warranty is processed within 30 calendar days.

If you're unsure of whether or not your item is covered by warranty, please send images of the defect, an image of the tag/label of the product as well as a brief description of what caused the defect to [info@salewa.us](mailto:info@salewa.us).

### Repairs

If your SALEWA product is defective or damaged due to a production or manufacturing defect, SALEWA may decide to repair the product with production defects free of charge, replace the item if still available or issue a refund if the product is no longer available. Products that are damaged and not covered by the warranty may be repaired, if repairable, at a previously agreed price with shipping costs charged.

### NOT COVERED BY WARRANTY

#### Normal wear and tear

All of our items are produced in compliance with our high standards. However, even a SALEWA product that has been stored with utmost care will start to show signs of aging and wear and tear after a certain amount of time. The SALEWA warranty does not cover normal wear and tear. We know that it is inevitable that accidents occur. In some cases, damages caused by normal wear and tear can be repaired. The SALEWA Warranty Department can repair the products to the best of its ability at a reasonable cost plus a nominal shipping cost.

Damage caused by improper use, negligence, not following the washing instructions, normal wear and tear and laceration of materials, and also natural wear and tear due to heavy use, are not covered by the SALEWA warranty.

#### Accidents

In compliance with the terms and conditions of our warranty, damage or defects such as rips, burns and holes caused by the user are not covered by the SALEWA warranty.

#### RETURN UNDER WARRANTY APPLICATION

Two different processes should be kept in mind in the event of:

- purchase from the salewa online shop ([www.salewa.com](http://www.salewa.com))
- purchase from an authorized dealer

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If you believe that your product is defective, please follow the product return procedure.

Select "WARRANTY PROCEDURE APPLICATION" under "Categories" on the Contact Form.

The return under warranty application does not necessarily imply that the product is to be repaired, replaced or refunded, but it defines the opening of a request for checking by SALEWA.

If after checking the Returns and Warranty Department does not find the item defective, any repair costs will be agreed in advance and it will be repaired only after you have confirmed.

If the item is found defective, SALEWA will repair it, replace it or, if the product is no longer available, credit you the value of the product. Make sure that the REW form has been included with your product and your product/s are clean before making the return.

#### Warranty Returns Address

3600 Pearl Street, Suite #2

Boulder, CO 80301

Purchase from an authorized dealer

The product can be returned to the store or SALEWA dealer where you made the purchase together with a valid receipt or any other proof of purchase.

The store staff will provide you with explanations on the applicable procedure and on the time frame.

If the purchase is made from a SALEWA dealer, you will also have the possibility to make the warranty return directly on our website ([www.salewa.com](http://www.salewa.com)) by following these steps:

- go to the Help area;
- select the “Warranty Procedure Application” category from the “Contact Us” menu;
- fill in the form
- SALEWA Customer Service will contact you to get more information or, if the information is complete, will send it to the Returns and Warranty department. Customer Service will contact you to inform you of the warranty checking result and of the information necessary for going forward.

#### SHIPPING PAYMENT

Customers will be responsible for the shipping cost of getting the product to our warranty department for inspection. If the product is or is not covered by warranty, Salewa will cover the shipping cost of getting the product back to the customer.

If the product is not recognized as defective, but the customer wishes to proceed with the repair, the customer will be responsible for the shipping cost.