

GARMONT WARRANTY CONDITIONS

Garmont has an effective **quality control system** that enables it to offer its consumers products that are suitable and free from defects.

Occasionally, even with our meticulous checks, an item may be found to have some manufacturing or material defect, and as provided for by **European Law**, any purchase made within the Union is subject to a **compulsory two-year legal guarantee from the date of purchase**.

All Garmont products therefore carry a full two-year guarantee in favour of the **original owner** in the event of defects due to **faulty manufacturing** or **inadequate materials**.

If you believe that a Garmont shoe may have a quality defect, simply take it, together with the receipt of payment, to **the retailer where you purchased it, who will arrange for it to be assessed by the Garmont Warranty service**.

Only in the event that the claim raised by the Customer during the Warranty Period **is well-founded and is deemed to derive from an actual defect in the product**, will Garmont receive and consequently **repair/replace the product** at its own expense.

Manufacturing defects are commonly understood to be **major defects** relating to the materials that make up the shoe, such as **sole gluing, rubber rand ungluing, broken hooks, defective internal and external stitching, obviously unsuitable workmanship**, which **compromise normal use** and which reasonably appear **within the first few uses** of the product itself.

Garmont's warranty does not cover products that have been previously re-soled, repaired, or in any way modified without prior written authorisation from Garmont. Only original Garmont materials and workmanship are covered by the warranty.

WARNING! The Garmont warranty also does **not** cover product defects resulting from:

- 1. Natural wear and tear of the footwear**
- 2. Improper and/or extreme use of the footwear**
- 3. Lack of and/or incorrect maintenance with respect to what is indicated by Garmont through its communication channels or in the special instructions delivered with the products**
- 4. Contact of the footwear with chemicals, organic agents, saline substances, sewage**
- 5. Contact with heat sources and damage caused by animals**

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6. **Hydrolysis** phenomenon of the sole package

Furthermore, it is important to note, in the case of goods that have already been used, **returned pairs must be adequately cleaned** in respect of those who handle them and must work on them, **under penalty of immediate return to the sender without any further assessment or repair.**

We are currently unable to handle repairs for items not covered by the terms of our warranty conditions.

