

## WARRANTY REVIEW FORM

ASOLO® Footwear is warranted against defect in workmanship and materials for two years from the date of purchase. Only original Asolo® materials and workmanship are covered under warranty. The warranty is non-transferrable. Proof of purchase is required in order to protect Asolo® from counterfeit products, retails "as-is" merchandise and auction websites.

If you feel your Asolo® Footwear may have a quality defect, bring them together with your receipt, to your Asolo® dealer, who will send it to Asolo® Warranty Service. Returning it to your Asolo® dealer is recommended as many retailers have their own customer satisfaction policies.

Asolo® Products that are submitted to Asolo® will be inspected to verify that there is a warranted defect. Based on the evaluation Asolo® has the option to replace or repair the product if the defect is covered under the warranty. Gore-Tex will not provide warranty on their product for boots that have been resoled.

Damages due to normal wear and tear are not covered under warranty and the owner will be given the option of having the footwear repaired at their expense. Incorrect fitting of the footwear is also not covered under the warranty.

The warranty will not cover outside influences such as cuts, stretching and damage from heating devices, normal wear and tear and use for other than what the footwear was intended.

Asolo® highly recommends being fitted properly for your Asolo® footwear. The proper fit will reduce and eliminate movement that can lead to excessive wear on the Gore-tex lining which can cause it to fail. Please see our FAQ's section on our website [www.asolo-usa.com](http://www.asolo-usa.com), for proper care and fit of your Asolo® footwear.

In order to monitor and improve the quality of Asolo® Footwear the following information is required, to process a warranty review.

### Customer information

Name: \_\_\_\_\_

Shipping Address: \_\_\_\_\_

Zip: \_\_\_\_\_

State: \_\_\_\_\_

City: \_\_\_\_\_

Phone number: \_\_\_\_\_

email: \_\_\_\_\_

All information will only be used for processing warranty claim

### Purchase and Boot information

Purchased from: \_\_\_\_\_

Location: \_\_\_\_\_

Date of Purchase: \_\_\_\_\_

Size: \_\_\_\_\_

Model: \_\_\_\_\_

Proof of purchase information is (please tick):

attached to email:

Yes: \_\_\_\_\_

No: \_\_\_\_\_

enclosed with return:

Yes: \_\_\_\_\_

No: \_\_\_\_\_

If no proof of purchase is available, Asolo® will repair or replace at their own discretion. Allow two weeks from time of receipt of your boots for processing. Claims that are denied will be shipped back to the shipping address provided.

### Circle Nature of Problem

Broken Eyelet

Sole Delamination

Waterproofing Failure

Stitching/Tear issues

Noise/Clicking

Wrinkle in Lining

Other, please describe \_\_\_\_\_

### Internal Use Only below

RMA#: \_\_\_\_\_

Issued on: \_\_\_\_\_

Received on: \_\_\_\_\_

Model: \_\_\_\_\_

Color: \_\_\_\_\_

Size: \_\_\_\_\_

Country: \_\_\_\_\_

Problem found and agreed (circle response):

YES

NO

Defect: \_\_\_\_\_

Action taken: \_\_\_\_\_