

FOOTWEAR CARE AND USE INSTRUCTIONS

Useful advice on the choice, use and care of footwear not only for your satisfaction, but also for the long-term use when wearing the selected type of goods.

The right choice of footwear:

The right size, shape, width and purpose for which you are going to use your footwear is very important when choosing. Footwear should exactly match your needs. Please make sure that your toes do not touch the inside of the toecap. The length of the inner space of the shoe should be longer (approx. 6-8mm), which allows the foot in the shoe to function properly. It is very important to try both shoes, lace them or possibly fix them according to the product type. During the day, there is a natural slight swelling of the feet, so please try your shoes in peace and in the comfort of your home. **Improperly selected shape, size, width and problems related to it cannot be the subject of a claim.**

It is especially important to be aware of the purpose for which you are going to use your footwear, which also greatly affects its maintenance. Please note that it is necessary to prevent all factors that could in any way affect (shorten) the durability and functionality of the footwear in any way. Use products for footwear care **only**. Under no circumstances should you use cosmetics (various creams), solvents (e.g. alcohol) and similar products that can cause irreversible damage to the product for the footwear care. It is not allowed to wash your footwear in the washing machine unless it is marked with the appropriate pictogram. Footwear damaged by improper treatment **cannot be the subject of a claim.**

Proper use and maintenance of footwear:

- ✓ footwear sold by our company is not waterproof, so we recommend the use of impregnating sprays to increase its impermeability;
- ✓ when putting on your footwear, especially footwear with closed heel, make sure it is untied or sufficiently loose and use a shoehorn;
- ✓ sufficient loosening of the footwear also applies when taking it off; do not take off your shoes using the other shoe;
- ✓ footwear should be changed regularly and frequently, especially in rainy and humid weather;
- ✓ after taking off your footwear, it is recommended to use shoe stretchers of a suitable size.
- ✓ it is necessary to let the footwear dry and ventilate after every (even short) use;
- ✓ use of insufficiently dried footwear causes its excessive wear;
- ✓ do not dry your wet footwear rapidly; let them dry at room temperature (further from the source of increased temperature) and also pull out the insole if possible;
- ✓ footwear cannot be soaked, as it may lead to the detachment of the sole, damage to the finish and deformation of the overall shape of the footwear;
- ✓ road salting materials may have a negative effect on the footwear appearance, wipe the snow and salt off the footwear and then impregnate;
- ✓ deep and dark shades of brushed leather (nubuck) may partially give off color;
- ✓ the inner part of the footwear may also partially give off color when increased foot sweating or when getting wet.
- ✓ unequal face design and partial surface differences are characteristic of natural leather;
- ✓ the upper leather is not unrestrictedly moisture resistant;
- ✓ basic maintenance, which prevents damage to the footwear itself and its other components and is carried out by customer, so it is not subject to a claim, includes: replacement of worn top lift, soles, insoles, laces;
- ✓ the top lift wear depends on the size of its surface, needle heel wears out more quickly than the top lift with larger surface;

- ✓ we recommend you to replace the insoles regularly in order to avoid damage to the inner part of the shoe;
- ✓ the foot in footwear must be fastened sufficiently with Velcro fastener, zip fastener, laces, etc., insufficiently fastened foot may lead to excessive wear of insoles and underlays;
- ✓ deep and pastel colors of the upper materials may fade during use;
- ✓ white materials may turn yellow during use;
- ✓ footwear with a textile shoe sole is not intended for normal wear which may lead to the damage of its bottom part.

Improper use, care and maintenance of footwear can lead to rejection of a claim.

Please note that a claim related to a defect must be filed immediately after the defect has been found out. If the claim is not filed in the inevitably short period of time and the product is still used despite its defect, it can cause its deepening and even its total deterioration. As a result, the claim may be rejected. It is necessary to file a claim with an enclosed purchase receipt. The assessment of the eligibility of a claim shall take not more than 30 calendar days from the receipt of the goods into the claim procedure. A change in the goods due to their normal use, misuse or intervention shall not be deemed as a defect. In the case of recognition and justification of a claim, the claim procedure distinguishes two types of defects: **removable**, when the goods are repaired at the seller's expense and **irremovable**, when the goods are exchanged for the new or the purchase price is refunded.

The claimed goods must be cleaned, free of impurities and comply with the general hygiene principles.

We consider it important to note that the warranty period and the lifetime of a product are two different terms. The lifetime of the product is determined by the manner and intensity of use and may not always be the same as the warranty period. This means that under intensive use, the lifetime may be shorter than the warranty period.

The warranty does not cover any changes in the footwear properties that occurred during the warranty period because of wear or a natural change in the properties of the material.

Footwear purpose:

Footwear purpose affects the choice of material used, design and maintenance of footwear:

- ✓ **Formal footwear** – is intended primarily for short-term wearing indoors. These are mostly leather footwear of classic cuts with leather shoe sole attached with glue and the upper part. It is very sensitive to moisture and uneven surfaces, so it is not recommended to wear it outdoors.
- ✓ **Walking footwear**– is intended to be worn on local roads or in rooms. It is characterized by a more robust and durable bottom construction than formal footwear. It is free of distinctive fashion elements. It is characterized by a great variety of cuts. The durability and comfort of walking footwear are more important than trendiness.
- ✓ **Winter footwear**– is intended to be worn on local roads during winter period.
- ✓ **High fashion footwear** - this footwear is designed for short, occasional and undemanding wearing. Materials and type of design are chosen with emphasis on the latest fashion trends. Everything is subject to appearance and aesthetic value. The lifetime of such footwear is limited and may be considerably shorter than the warranty period. It is primarily intended for dry environments. This footwear is not intended for everyday use. It is rather intended for occasional wearing.

The most common technologies for joining the footwear upper part and the sole are as follows:

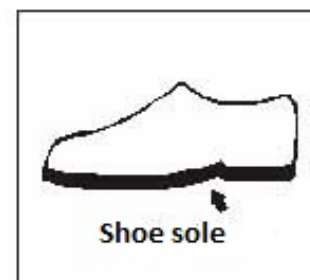
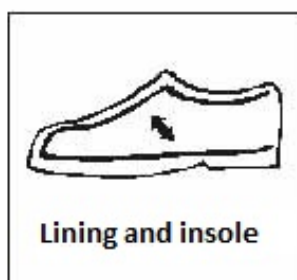
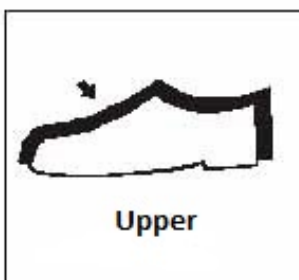
- ✓ **Cemented footwear** - this is the most common technology of joining. The strength of this kind of joint can be weakened by soaking, but also by repeated wearing of wet and insufficiently dried footwear. The joint can be also damaged by accidental and strong mechanical action.
- ✓ **Flexible footwear** - is very comfortable and flexible footwear with an effective quilted edge. The upper part of the shoe is directly sewn to the bottom without the use of a stretch insole. The disadvantage of such footwear is limited waterproofness. It is recommended to wear this type of footwear in a dry environment. Increased humidity may cause its soaking.

We remind you that proper and regular care of natural leather products extends their lifetime, functionality and beauty. Prevention is important; therefore, it is necessary not to expose leather products to rain and snow, high temperatures, heavy soiling, scratches or violent damage for a long time.

Footwear care:

- ✓ **Leather** - is characterized by a varying design of the face. It is adaptable to the shape of the foot. It is not necessarily resistant to external moisture; therefore, it is necessary to take care of it especially by using an impregnating spray. Colored lining in footwear, insoles or shoes without lining are part of a fashionable look, so it can stain the feet (socks, stockings) when wet or excessive sweating. Dirt from the footwear can be removed with a damp (not wet) cloth. Let the footwear dry and treat it with a cream of the appropriate tone. Then polish the footwear.
- ✓ **Patent leather** - it is recommended to clean it with a soft cloth dry or wet. The surface must be protected from chemical influences, soaking and frost.
- ✓ **Nubuck / velour (suede)** - footwear is treated with brushing, preferably with a suede brush. It is possible to apply a spray for suede, which revives the color of the footwear. Never wet or soak suede footwear!
- ✓ **Textile** - is treated by dry brushing only or by cleaning using sprays intended for textile.
- ✓ **Synthetic footwear** - often confused with leather in appearance, but their properties are different. This type of footwear should be treated with a damp cloth or sponge and wiped dry. Under no circumstances should you use products for the leather treatment (creams, polishes ...). Synthetic footwear is susceptible to mechanical damage, such as tripping.

Pictograms:





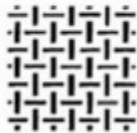
Genuine leather



Patent genuine leather



Other material



Textile