

Dear customers,

Thank you for your demonstrated trust by buying our PRESTIGE footwear. Our goal is your satisfaction with the product you have bought. We would therefore like to ask you to pay attention not only to selection and purchase of the product itself but also to regular, proper and careful maintenance carried out in accordance with the following instructions.

All our footwear conforms to the requirements for usual quality and it is at the same time safe at common and reasonably foreseeable conditions. With the footwear, you have just bought, you at the same time receive a letter of guarantee, which includes also instructions for maintenance and care for footwear. Your claim can't be admitted if you do not observe the instructions stated below. The goods submitted for the purpose of claim must be properly cleaned and hygienically acceptable.

The company MOLEDA has the right to refuse to accept the goods which does not meet the general hygienic preconditions for a complaint procedure. The deadline for enforcement of claims is 24 months from purchase of the footwear. The warranty does not apply to changes of properties of the footwear that occur due to wear or natural properties of the materials or imperfections occurred due to breach of rules and principles of correct choice, use and maintenance specified in these maintenance instructions.

SELECTION OF FOOTWEAR:

When selecting a footwear, pay attention to the selected type, size and width of the footwear. The length of the inner space of the footwear (its size) shall be longer than the length of the foot; the toe tip should by no means reach to the inner side of the footwear upper tip. Before you buy a footwear, you should always try it carefully; put on both pieces of the pair of shoes. If you are not sure, have your feet to be measured or seek guidance as regards the appropriate size. It is necessary to take into account that not every shoe is suitable for every foot. Unsuitably selected type of footwear, size, and width or shape can't be accepted as a reason of later complaint. Select the footwear according to its purpose, for which it has been designed (outdoor, recreational etc.).

PURPOSES OF FOOTWEAR:

Outdoor footwear is designed for wearing indoor and outdoor as well; the lowest temperature for wearing footwear with closed design is - 5°C. Do not use it in humid or even wet environment, when it rains, snows, and there is real risk of soaking.

Winter footwear is distinguished with higher level of thermal-insulation properties. It is equipped with removable innersole for easier drying and the upper leather material used is provided with a hydrophobic finishing.

Children's footwear is a footwear designed for children with special demands placed on it; the demands are based on the needs of children's feet which develop and grow. Our children's footwear is certified with the high-quality brand Žirafa (Giraffe) awarded by the Czech Footwear and Leather Association.

- Choose a footwear that fits you well in length and width as well. Do not forget about 10 -15 mm toe Room.
- Children's footwear should have rounded toe tip and sufficiently solid counter.
- Child's feet grow very quickly, so you should regularly check their size and size of the footwear being worn.
- Considering the method of use of children's footwear, it is exposed to higher mechanical damage (scuffing, scrapping). Such damage does not create the reason for a complaint.

Work footwear is a footwear with protective properties, which protects its user against injuries, which could occur in case of an accident. The PRESTIGE footwear for adults was certified by ITC, a. s. Zlín and complies with:

- the basic requirements for safety and health protection specified in the harmonized technical standards ČSN EN ISO 20347:2012 – OB - the basic requirements;
- the requirements for energy absorption in the heel part - E
- the requirements for resistance against slippage on ceramic floor tiles with SLS (aqueous solution) SRA

Occupational footwear is meant for use in normal working conditions in places, where sufficient protection of feet of the user is required together with preservation of sensitivity of feet while working.

Please check your footwear before and after each use (fastening, wearing out, excessive thinning of material, any ruptures of shoe soles, undoing of seams etc.). If your footwear is damaged, take it out of use. The reason is that the protection level of the footwear decreases and the product becomes inconvenient in accordance with the above mentioned legal and technical regulations.

If the protective footwear is equipped with removable or self-adhesive insoles, the respective testing (of ergonomic and protective properties) was performed including the insoles inserted in the footwear. It is allowed to use footwear only with the insole. It is possible to replace the insole only with an original model provided by the same manufacturer.

MATERIALS USED:

Our footwear is made based on traditional Czech shoemaking standards ensuring undefectiveness for health, of materials tested in certified test laboratories.

Upper material



- **surfaced leather**
(leather provided with a thin layer of polyurethane foil to assure longer lifespan of the upper part),



- **split velour**
(pressed leather, suede)

Lining



- **textile**



Sole



- **polyurethane**



MAINTENANCE AND CARE FOR FOOTWEAR

The lifespan of footwear depends on its proper maintenance and care. Footwear should be changed frequently, mostly in humid environment.

- **Footwear made of surfaced leather** - clean any dirt using a mild soap solution, wipe the footwear dry, and use colorless agents meant for treatment and impregnation of the upper material.
- **Footwear made of surfaced leather and textile** - Remove dirt with a rubber brush and agents designed for pressed leathers and textiles. It is important to treat pressed leathers with a suitable impregnation in the spray, increasing the resistance to water. Never treat these materials with cream!
- We recommend cleaning sole with a damp cloth and the tread part with a brush.
- Footwear should be always untied when putting on, and a shoehorn should be used to protect the heel part against breaking.
- **Let the footwear to dry out and air after every use. Even after a short use the inner part becomes moist due to sweating of feet in case of some customers.**
- Avoid soaking of footwear which damages its appearance, deforms its shape and shortens the lifespan of material. Leather footwear with ready-made sewing is not water-resistant.
- Stuff the soaked footwear with newspaper and dry them slowly in a room temperature, out of reach of a heat source.
- Never wash the footwear.
- For maintenance of the footwear never use any dissolving agents or other similar agents (e.g. acetone, alcohol, etc.).

It is particularly necessary to prevent all factors which adversely influence complete functionality and lifespan of footwear, e.g. intensively used footwear, using footwear for unsuitable purpose, insufficient or incorrect maintenance of footwear, e.g. washing of footwear etc. A claim will not be admitted in case the footwear is damaged due to the mentioned reasons.

STORING AND TRANSPORTATION:

In an original package, in clean, dry and ventilated place at the room temperature ranging from 10°C to 30°C, without any contamination by moisture, dirt, mould, or other agents reducing the level of protection. Polyurethane sole and midsole part of footwear succumbs to gradual release of molecular bonds when ageing. Thus, we recommend not to store footwear over a very long period (5 years from the production date) nor to stock up them.

Conditions of filing a claim:

- Claim must be applied in any of the branches of the **seller**, in which it is possible to file a claim considering the assortment or the authority, or at his official seat, immediately after the defect is detected
- It is necessary to prove the purchase of the footwear so that the claim may be admitted; the best will be presentation of the letter of guarantee together with the proof of purchase of the footwear
- For the claim it is necessary to submit the footwear complete, clean, cleared of all dirt and hygienically clean.
- The seller shall support the claim with a written statement on the condition of the received footwear with precisely specified defect of the claimed footwear
- The period starting on the day, when the right for liability for damage is enforced, until the end of the repair, when the buyer is obliged to take the goods, is not included in the guarantee period. The guarantee period is extended by this period. The mentioned period does not exceed 30 days and is marked on the certificate on acceptance of the claim.
- After a lapse of the guarantee period the right for acceptance of the claim expires.
- If the result of the claim is replacement of the footwear, a new guarantee period starts to run from the moment of receipt of the footwear.

The guarantee applies for:

- Defects due to workmanship or other conflicts with the purchase contract (e.g. unpaired shoes, missing part of a product etc.), which incur during the guarantee period of 24 months from the date of sale, subject to the condition that the purpose of the goods and the recommended method of care and maintenance mentioned in the letter of guarantee is observed. The right to reclaim goods expires after lapse of the guarantee period. Defect means an imperfection of the goods, which limits or disables its further use (e.g. broken sole) which however was not caused by wear of goods caused by common use, intentional or unintentional damage, neglected basic rules of maintenance.
- The guarantee provided does not affect the rights arising from the purchase according to special legal regulations.

The guarantee does not apply to:

- Design and function changes of goods and their parts with their origin in wear caused by using the goods during the guarantee period
- Wear caused by incorrect selection, use, care, and/or maintenance
- Mechanical damage (scuffed footwear, deformation of counters caused by putting on the shoes without using a shoehorn and without their unlacing, cutting through the upper part or the sole with sharp objects)
- Wearing through the lining in the heel caused by wearing unlaced shoes
- Wearing through lining due to incorrect selection of size and the width mainly in the place of toes
- Damage of goods caused by oils, fuel, petrol, and other aggressive agents
- Damages, which were not reclaimed immediately after their detection and the footwear is used until its complete damage. Using damaged footwear causes worsening of the damage to an extent which can't be repaired.

ATTENTION - Please, don't forget that the guarantee period and lifespan of footwear are two different terms. The lifespan of footwear is given by the way and intensity of its use, which does not have to be the same as the guarantee period. This means that with intensive use the lifespan of footwear is shorter than the guarantee period.

Thank you for your trust and we wish you comfortable walking in our footwear.

MOLEDA, a. s., K Farmě 497, 763 14 Zlín - Štípa, www.moleda.cz