



Retailer Warranty Procedure

Before starting the warranty process, please note:

The brands Outwear represents assess warranty claims based on a product's expected useful life rather than a fixed warranty period, as this varies by product type and intended use. Claims are reviewed individually, though products over 12 months tend not to fall under, or be considered for a warranty claim across our manufacturers.

Performance or leaking issues caused by accidental damage, misuse, normal wear and tear, or improper care are not considered manufacturing defects and are not covered under warranty from any of our manufacturers.

BT-COM software: Units returned for warranty or repair that are not on the latest software version will incur a service charge for updating.

Warranty Exceptions: Warranties apply only to the original purchaser and are non-transferable. Products that have been resold or gifted are not eligible for warranty coverage.

1 NOTIFY OUTWEAR

1.1- When a customer raises an issue with one of the products Outwear have supplied, and the retailer has assessed and considers is a valid warranty claim, please email info@outwear.co.uk with the following information:

1. Proof of purchase
2. Description/explanation of the issue and how and when this occurred
3. Images of product
 - a. Full product including all sides (and soles if footwear)
 - b. Close up of the area of issue
 - c. Labels which show the date of manufacturer, product coding and size

1.2- It is the responsibility of the retailer to submit the warranty claim to Outwear. If a retailer's customer approaches Outwear to submit a warranty claim, the customer will be informed to approach the retailer they purchased the product from to commence the warranty claim procedure.

2 RECEIVE REF NO.

2.1- Once all the required information in section 1.1 is received, Outwear will allocate you the warranty claim reference number within 1 to 2 working days by email from info@outwear.co.uk.

2.2- The warranty claim reference number requires to be used on all correspondence.

3 ASSESSMENT

3.1- Outwear will assess all the information provided in section 1.1 and advise on how the warranty claim will proceed i.e. repair, request replacement with brand, test, inspection etc. within 1 to 2 working days of receiving all the information. Please note our brand's commitment to sustainability means they will always explore repair as a first option.

3.2- An estimated timescale for the assessment process will be provided by email for each individual claim in the time frame stated in section 3.1. Please ensure your customer has been informed of a realistic expectation of the warranty claims procedure. A rough guide is provided below:

- Repairs take approximately 10-14 working days from the day Outwear receive the product at Outwear Ltd – this is an estimate and may take longer if our repairers are busier than usual or is a special order part.

- Decision from the manufacturer - this can take up to 10 working days in some instances if it is not an issue which has arisen before.

3.3- To ensure the customer's inconvenience is minimised, do not send the warranty product to Outwear unless the product has been requested to by Outwear.

3.4- Any decision/ action taken by you (the retailer) to refund/replace/repair items prior to authorisation from the manufacturer is at your risk and Outwear are not liable for funding decision made by you (the retailer).

4 POST

4.1- Where Outwear have requested the product to be returned for investigation, test and/or repair please organise for the product to be suitably packaged and have the reference number clearly marked on outer packaging. Please include the customers contact details and confirmation of where the item should be returned to when repaired/replaced (if applicable) within the parcel.

4.2- Any parcel which has been sent to Outwear without an authorised warranty claim reference number clearly marked on the package can be rejected.

4.3- Any product Outwear request to be sent to us for investigation and/or repair must be clean and dry. Our warranty team and repair company hold the right to refuse to handle any product that are not in a reasonable condition.

4.4- If an item is sent wet, the item may be returned or delayed until the drying process has been undertaken. Please be aware for any water assessment to be undertaken the brands state the product requires to completely dry before commencement.

4.5- When a product is requested for return, please send to:

Outwear
Warranty Claim Ref No: *insert number given to you by the warranty team*
Unit 2 Sydney Place
Lockerbie
DG11 2JA

4.6- The cost of sending items to Outwear for warranty purposes is to be covered by the retailer. The return of the item (to retailer or the customer) will be covered by Outwear, even if there is no warranty issue found.

5 OUTCOME

5.1- A warranty claim outcome decision will be issued by email from info@outwear.co.uk.

5.2- Where a warranty is applicable and a repair is not possible, the brand will replace the product with the same or a similar product of equal value. The replacement product would be issued on receipt of the warranty product (which the brand will request for their internal records/inspections).

5.3- In the instance the product cannot be repaired or a replacement product is not available within a reasonable time, a credit note would be offered on receipt of the warranty product to Outwear.

5.4- If an item is replaced under warranty the new item receives the remaining warranty timescale consideration that is originally allocated to the first item i.e. If a pair of boots are replaced under warranty 11 months after they were originally purchased, then the replacement pair will not receive another full 12 months grace period.

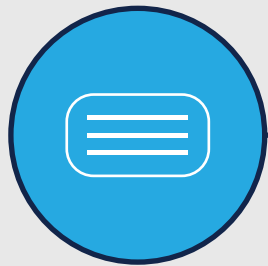
6 END

6.1- A summary chart can be found below in **Appendix 1 – Retailer Warranty Procedure Summary**.



Appendix 1 Retailer Warranty Procedure Summary

1 NOTIFY OUTWEAR



Email:
info@outwear.co.uk

with the following:

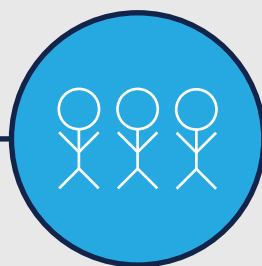
- Proof of purchase
- Images of full product & label
- Details of issue

2 RECEIVE REF NO.



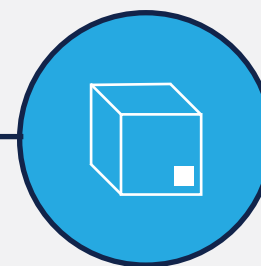
We will email you a reference number within 1-2 working days of email receipt.

3 ASSESSMENT



Each request is assessed on an individual basis within the relevant brand's guidelines.

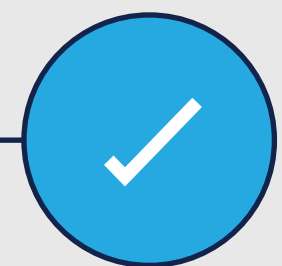
4 POST



If we request that the product is returned, please ensure the reference number is clearly displayed on the outer packaging.

Please note: items returned in a wet or dirty condition cannot be inspected and will be sent back to you.

5 OUTCOME



Once an outcome is reached we will notify you of the decision and confirm next steps.