

The Patagonia logo is rendered in a bold, lowercase, serif font. To its right, a dark green silhouette of a mountain range with several peaks of varying heights extends across the top of the page. The background is a solid, vibrant green.

patagonia[®]

FOOTWEAR WARRANTY

MISSION STATEMENT

Build the best product, cause no unnecessary harm,
use business to inspire and implement solutions to the
environmental crisis.

ABOUT OUR WARRANTY

We stand behind everything we make, including our footwear. But footwear requires care if they are going to perform and wear the way they were intended. Patagonia is not responsible for any shoes/boots/flips that are abused or show normal wear and tear over time. Scratches and abrasions are inevitable under routine use. Outsoles support many times our own bodyweight and will wear down overtime.

Footwear Care Guidelines

How a shoe wears will vary from person-to-person as well as from shoe-to-shoe and depends on intended product use. Factors such as gait, weight, load and terrain have a dramatic effect on wear. Approach shoes that utilize climbing rubber are designed for specific conditions and will generally experience faster wear time than standard rubber outsoles, especially when worn daily for casual use on cement and carpet. All shoes will inevitably show wear and tear. This is not considered to be defective. Please note that carpet and cement wear rubber considerably faster than natural surfaces.

Taking time to take care of your shoes will allow them to perform at their peak as long as possible. Here are some tips to extend the life of your shoes.

- All of our shoes can be cleaned using mild soap and water. Remember to remove footbeds and laces, and to thoroughly rinse off any soap
- To remove dirt, stains etc., use a clean rag or bristled brush
- Do not put shoes in the washing machine or dryer
- When the shoes are still damp, apply a DWR (durably water-resistant finish) or leather conditioner such as Nikwax®; be sure to use the right treatment for the right leather (suede, nubuck, smooth leather).
- Allow shoes to dry at room temperature over night. DO NOT dry shoes near heat sources such as space heaters, open fires, or hair dryers.

Please see Patagonia.com/footwear for more details.

Things That Void Our Warranty

- Intentional misuse
- Fit issues that arise after the shoes have been used. Fit issues should be resolved before the shoes hit the trail. If you are in doubt about the fit of your new shoes, we suggest wearing them around the house for a few hours.
- Returns on products which show normal wear and tear, these are “worn” not defective
- Any damage incurred from washing machines or do-it-yourself repairs. For example, cutting or removing tags from waterproof footwear will immediately compromise the waterproofing.

FOOTWEAR WARRANTY CLAIM FORM

Return your footwear to Patagonia or to the retail store where you purchased it, along with your sales receipt and completed claim form.

Name: _____

Phone: _____

Email: _____

Size: _____

Style: _____

Purchase Date: _____

Store: _____

Comment/Claim: _____

Requested Action: _____

Return Address: _____



If you are not satisfied with one of our products at the time you receive it, or if one of our products does not perform to your satisfaction, return it to the store you bought it from or to Patagonia for a replacement or refund. A reasonable charge will be assessed for damage due to wear and tear.