



November 30, 2015

Grubs Boots Warranty

Grubs Boots Limited Warrants to the original end consumer, that its footwear be free from defects in materials and workmanship for a period of one year from the date of purchase, providing the said is returned to the original point of purchase within twelve calendar months of the date of purchase.

Exclusions:

This limited warranty does not cover any damage arising from: normal wear and tear, failure to adequately maintain and store the footwear, unauthorised alterations, repairs or modifications not performed by Grubs Boots Limited, used other than in the manner intended, improper or inadequate fit, use of a safety boot after such boot has sustained damage rendering it unsafe for use in the environment for which it was designed, damage caused by chemical, organic or foreign substances. Grubs Boots Limited does not warrant that any of its footwear provides protection from snakebites or bites from other wildlife and is not liable for personal injury resulting from such bites.

Grubs Boots Limited HEREBY DISCLAIMS ALL IMPLIED WARRANTIES INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY AND THE IMPLIED WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE.

Understanding our warranty.

Your statutory consumer rights with regard to the purchase of clothing and footwear can be found in the Sale of Goods Act. They refer to standards of quality and consumer expectations, and what you should do if these are not met.

Any pair of shoes or boots you buy should be of reasonable quality, with no damage such as missing pieces, holes, stains etc. The items should be fit for the purposes intended – i.e. if a boot is described as waterproof, it should be exactly that!

As listed in our exclusions, we will not warranty any returns that exhibit wear or wear related issues:

Our boots are waterproof, insulated and comfortable straight from the box any issue that is due to a manufacturing issue will show up within the first weeks of use, such as leaking or poor bonding. We advise to try on boots in store to ensure correct fit and to wear the boots as intended straight away.

Whilst the rubber and nylon upper are very durable, it is essential to ensure that you maintain them with regular cleaning and conditioning. Simply spray them with water and use a soft brush to remove any dirt then apply a rubber conditioner to replace the lost plasticising agents in the rubber. Acidic or alkali soils, animal waste and chemical fertilisers all leach the plasticisers from the rubber upper and soles. If regularly exposed and not cleaned and maintained it will harden and crack causing splits and eventual leaking. Grubs Boots Limited recommends the use of McNett Revivex spray which is available from www.grubswarehouse.com and leading retailers.

Grubs Boots Limited does not warrant:

- Product returned for incorrect fit or injuries sustained due to it, such as blisters or rubbing.
- Excessive or quick wear.
- Cracking or splitting of uppers and or soles.
- Cut, snagged or damaged upper.
- Over twelve months old.
- That are a replacement pair of boots for a pair that has failed within the warranty period and has been replaced under warranty. If boots are replaced under warranty the warranty continues from the original date of purchase not the replacement date.
- Products without proof of purchase.
- Persons other than the original purchaser.

Warranty process.

We pride ourselves on the quality of our products and our ethical approach to their production. We are a responsible trading partner with all our customers. The following procedure is the only method of warranty redemption.

The original purchaser should return the product to the point of purchase.

The point of Purchase (retailer or online store) should photograph the fault, the wear on the outsole and mail this electronically along with the date of purchase (proof of purchase) to Grubs Boots Limited at sales@grubsboot.com.

Grubs Boots Limited will evaluate the claim within 48 hours and advise:

- a) There is a warranty claim and issue a four-digit claims number, this will initiate a retailer credit, which will be applied to the account. Grubs Boots Limited will ask for the logo of the boots to be returned by post with the four digit claims number and a credit will be initiated onto the retailers account.
- b) Damage is due to consumer misuse; lack of care or accidental damage and the warranty is void.

On some occasions where the issue is not evident on the pictures sent Grubs Boots Limited may ask for the boots to be returned for evaluation to determine the exact nature of the fault a claims number will be issued and the boots need to be returned to:

Claims Department
Grubs Boots Limited
Unit 3 Bradshaw Works
Printers Lane
Bradshaw
Bolton
BL2 3DW