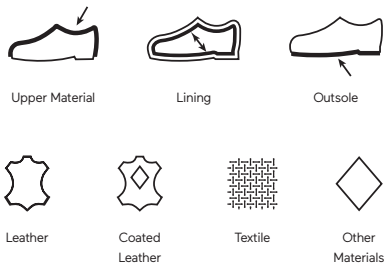


Below is an overview of pictograms for the basic types of materials used in the individual parts of footwear.



If you have any questions, comments, or suggestions, feel free to contact us at:
Skanners Technologies s.r.o. Cyrilská 508/7, Brno 602 00, hello@skannersfootwear.eu

Dear Customer, thank you for purchasing footwear from our company. Our goal is your satisfaction, so we'd like to give you some helpful tips on how to care for your new shoes. If you need to file a complaint about your purchase, our general terms and conditions will guide you through the process.

The general terms and conditions are available on the website skannersfootwear.eu. Keep your purchase receipt in case you need to file a claim. Please note that if the footwear is damaged due to improper use or neglect of the care instructions, your claim may not be considered. The complaint process can be initiated if the customer submits the complete product and provides proof of purchase, preferably the receipt. The product must be properly cleaned and hygienically safe. The claims department has the right to refuse to accept products for claims if they do not meet general hygiene standards. Claims must be filed without unnecessary delay, as soon as a defect is noticed. Any delay or continued use of the product may worsen the defect, devalue the product, and may be grounds for the rejection of the claim.

Please note that the warranty period and the lifespan of footwear are different terms. The lifespan of the footwear depends on the intensity of use and may not always match the warranty period. With intensive use, the lifespan of the footwear may be shorter than the warranty provided. The warranty period lasts 24 months. After the warranty expires, the right to make a claim is void. The warranty covers defects that occurred during the warranty period due to proven manufacturing errors or technological processes (these defects usually appear after short-term use of the footwear). The warranty does not cover:

- Changes to the footwear due to failure to follow the instructions in the care and maintenance guide
- Any changes to the footwear that occurred during the warranty period as a result of wear from normal use, improper use, or unauthorized repairs
- Footwear and its parts that have been mechanically damaged
- Wear and tear caused by inappropriate selection or use of the footwear
- Footwear that has undergone repairs during the warranty period that are not related to normal maintenance or wear
- Color bleeding due to excessive sweating or wetting of leather shoes
- Uneven grain patterns or surface inconsistencies that are characteristic of natural leather

In the case of a removable defect, the customer has the right, and the seller is obligated, to ensure the defect is repaired free of charge, promptly, and properly. The seller will remove the defect without undue delay, no later than 30 days after filing the claim. The customer has the right to request a replacement or withdraw from the contract in the case of a third occurrence

of the same removable defect after two previous repairs, or if three removable defects occur at the same time. In the case of an irremovable defect, the customer has the right to exchange the product for a new, flawless one or withdraw from the contract. If it is an irremovable defect that does not prevent proper use of the product and the customer does not request a replacement, they have the right to a reasonable discount from the price or may withdraw from the contract. A conflict with the purchase contract that appears within six months from the date of receiving the product is considered to have existed at the time of receipt, unless it contradicts the nature of the product or unless proven otherwise. This does not apply if the customer knew about the conflict with the purchase contract before receiving the product or if the customer caused the conflict. If the product does not conform to the purchase contract at the time of receipt by the customer, the seller is obliged to promptly bring the product into compliance with the contract, either by repairing or replacing it, according to the customer's request. If this is not possible, the customer may request a reasonable discount or withdraw from the contract.

CHOOSING FOOTWEAR

When choosing footwear, make sure that the type, size, and width of the shoes exactly match your needs – the length of the shoe's interior – the size – should be longer than the length of your foot, and your toes should not touch the inside of the shoe tip (referred to as extra space). After returning home, try on the shoes once more in a relaxed environment. It's important to realize that not every shoe "fits" every foot. An inappropriate choice of footwear type, size, width, or shape is not grounds for a later complaint. Unsuitable footwear can be returned within 14 days from the date of purchase. The shoes must be unused, unworn, undamaged, and in their original packaging, with the purchase receipt and all original tags and labels. Compliance with all the return conditions will be assessed by the claims department. Be sure to consider the intended use, design, material composition, and method of footwear care. Only well-chosen shoes in terms of functionality, range, and size can fulfill the practical value and purpose of footwear. Throughout the entire time of use, pay maximum attention to all the basic rules for using footwear. It's particularly important to prevent factors that negatively affect the full functionality and lifespan of the shoes, such as: high-intensity use (we do not recommend wearing the same shoes every day), using shoes for inappropriate purposes, washing shoes, etc. Another essential condition for maintaining the shoes in good condition and ensuring their full functionality is regular care. Use only products designed for shoe care. Improper or insufficient shoe care significantly reduces their full functionality and lifespan.

PURPOSE OF FOOTWEAR

Different types of footwear are suited to different purposes.

The purpose influences the choice of materials, construction, design, and method of care for the shoes. Please consider the purpose when choosing your footwear. Everyday Footwear – is designed for wearing both indoors and outdoors. It features a classic construction without prominent fashion elements. Durability and comfort are generally more important than style. It's characterized by a variety of cuts. For closed designs, the lowest usable temperature is -5 °C. Winter Footwear – designed for wearing outdoors during winter. It has a higher level of thermal insulation properties. Recreational Footwear – is intended for casual wear during various leisure and walking activities. Its construction is adapted for outdoor use in mild, well-maintained natural terrain. This type of footwear is not meant for sports activities.

MANUFACTURING METHOD

Another factor that significantly affects the function and maintenance of footwear is the manufacturing method, i.e., the way the sole is attached to the upper part of the shoe.

Glued shoes – the most commonly used technology, where the sole is attached to the upper by gluing. The strength of the glued bond can be negatively affected by soaking or sweating in the shoes, or by repeatedly wearing insufficiently dried shoes. Careless walking can lead to the mechanical loosening of the glued bond (kicking it loose).

Stitched shoes – the property of this type of shoe is limited waterproofness, so use this footwear primarily in dry environments. In conditions of increased moisture, the shoes may become soaked. Regular maintenance can improve the shoe's resistance to moisture. Thoroughly waterproof or cream the shoes, and pay extra attention and care to the stitched edge of the shoe.

Flexible shoes – footwear made using this method is very comfortable, lightweight, and flexible (bendable), with an attractive stitched edge. Increased flexibility is due to the fact that the upper part of the shoe is stitched directly to the sole component without the need for a stretching insole. The disadvantage of this footwear is its limited waterproofness, which is caused by stitching the upper to the sole, where the upper material is perforated by the stitching. Use this footwear primarily in dry environments. In conditions of increased moisture, the shoes may become soaked. Regular maintenance can improve the shoe's resistance to moisture. Thoroughly waterproof and/or cream the shoes. Pay special attention to treating the stitched edge of the shoe, including the material cut – thoroughly waterproof this part of the shoe, and in the case of smooth leathers, apply cream as well.

Shoes with a directly molded sole – the sole of the shoe is attached to the upper by pressing, injection molding, or casting. The quality of the bond and the sole itself is determined by the material used and adherence to the specified technology.

USED MATERIAL, ITS MAINTENANCE AND CARE

A wide variety of materials are currently used, from many types of leather to synthetic and textile materials. Basic knowledge

of the materials used, along with proper care and diligent maintenance, extends the life of your footwear.

Leather – the most commonly used natural material with ideal properties for making footwear. Leather is breathable, soft, has very good absorbent properties, and can adapt to some extent to the individual shape of the foot. Leather is characterized by its variable grain pattern, which confirms its natural quality and sets it apart from synthetic materials in appearance.

Leather is only moderately resistant to moisture, both from external sources (climatic effects) and from the inside (sweat). Therefore, leather footwear requires constant care.

We distinguish several basic types of leather:

Smooth leather – leather with a finely textured surface with small pores. Clean the footwear with a suitable brush or a soft damp cloth and wipe dry. Use waterproofing and an appropriate cream of the desired shade and polish. For occasional maintenance (e.g., at work, during travel), self-cleaning sponges can be used – however, they only add shine to the leather and cannot replace regular care with a proper cream.

Patent leather – leather with a smooth, glossy surface achieved by lacquering the leather. Its surface is very sensitive to mechanical damage, chemical effects, soaking, and frost. Remove dirt from the leather surface with a soft damp cloth, and treat the surface with products for patent leather.

Coated leather – leather that has a layer of film or plastic applied or attached to its surface. It has similar properties to patent leather. Wipe this material with a damp cloth and dry, or use products designed for treating synthetic materials.

Nubuck, velour (suede) – leather that is sanded on the grain or flesh side. Footwear made from this material should be maintained with a rubber brush and products designed for napped leathers. These products revive the color and can be colored or colorless. It is important to treat napped leathers with suitable waterproofing that increases water resistance. Never use cream on these leathers.

Other leathers – there are many other types of leather, which are primarily characterized by color effects and the diversity of surface treatments.

A characteristic feature of most of these leathers is that their appearance „evolves“ with use. An example is leathers with a rubbed finish, where the original color of the leather is covered by another, often contrasting color. This contrasting color wears off in heavily used areas, revealing the original color. Another variant is leathers with mechanically distressed grain, where the grain of new shoes is cracked, showing a different color of the leather structure. As the shoes are worn, the grain cracks further, and in the most stressed areas, it peels off completely, exposing the underlying structure of the material. These described fundamental changes occur very quickly and deepen with continued use.

Footwear quickly develops a patina and a characteristic „used“ look. These changes are desirable and are by no means a defect. Never apply cream or polish to these leathers. Use water-

proofing sprays for treatment, allowing them to dry on the surface of the shoe. The waterproofing partially protects the shoe against moisture and dirt, but you should still avoid heavy soiling, as it can be very difficult to remove from the surface.

Textile – used for lighter, often summer or indoor footwear. Maintain textile shoes by brushing when dry and using appropriate textile care products that clean, waterproof, revive colors, and help prevent soiling. Do not use textile shoes in wet environments – they are not resistant to external moisture.

Tencel™ – a natural fabric made from eucalyptus cellulose fibers. It has had thermoregulation effects, depending on the season. In warm months, it excels with excellent cooling properties, while in winter, it provides pleasant warmth.

Synthetic materials – plastics, imitation leather, poromerics – these materials often resemble leather in appearance, but their properties do not match the quality of natural leather. For example, they have limited breathability, which leads to increased foot sweating. This footwear is very low-maintenance. Plastic components of the shoes, which are surface-dyed, are highly susceptible to mechanical damage, such as scuffing. When this occurs, the surface color wears off, revealing the original color of the material. Wipe them with a damp cloth with a small amount of detergent, and then dry.

Rubber – clean shoes with a damp cloth and detergent, then wipe dry.

Waterproof membrane – special membranes of this kind ensure the waterproofness and breathability of footwear. First, clean the shoes of coarse dirt using lukewarm water and a sponge or brush. After the surface dries, apply a suitable waterproofing spray – use only products recommended by the manufacturers of these membranes.

INSTRUCTIONS FOR FOOTWEAR MAINTENANCE AND CARE:

When putting on shoes, especially with a closed heel, use a shoehorn. After removing the shoes, stretch them over shoe trees of the appropriate size. Rotate your shoes frequently, especially in humid environments (it is not recommended to wear the same shoes daily). Shoes must be thoroughly dried and aired after each use (including removable insoles) – even after short use, the interior of the shoes can become damp from foot perspiration. Wearing inadequately dried shoes causes excessive wear (especially of insoles and linings).

Do not dry shoes near heat sources (e.g., radiators, direct sunlight, fireplaces, etc.). The surface must dry slowly, otherwise cracking and hardening of the surface may occur, which reduces the shoe's lifespan. Before first use, waterproof and treat the shoes with appropriate care products, and continue as needed.

Avoid soaking the shoes, as it damages the appearance of the surface finish and deforms the shape of the shoes. No footwear is completely resistant to moisture – proper waterproofing only increases its resistance to external moisture – rain, snow.

Footwear that resists moisture without negative changes

is fully plastic or fully rubber footwear. Stuff soaked shoes with newspapers and dry them gradually, away from heat sources. The appearance of footwear is greatly negatively affected by the deicing materials used on roads in winter. The aggressive chemicals in these materials damage the structure of the material, causing swelling and the appearance of characteristic light spots. Try to limit the exposure of your shoes to these substances. Wipe the shoes after use to remove snow or moisture.

Regularly maintain your shoes; properly maintained footwear better resists these negative effects. Footwear damaged in this way cannot be claimed under warranty. All stitched and perforated seams compromise the material's integrity and reduce the shoe's resistance to external moisture.

Bright and dark shades of brushed leather (e.g., red, dark blue) may partially bleed color. With increased perspiration or if the shoes become wet, the interior components of the footwear may leach color to some extent. A natural property of soles made from smoked rubber, so-called raw rubber, is their characteristic smoky odor.

It is necessary to properly secure the foot in the shoe with laces, fastening straps, etc. Take extra care when tightening the laces to avoid damaging or tearing the upper. Inadequate foot support in the shoe may lead to excessive wear of linings and insoles.

Most standard soles are not resistant to gasoline, diesel, oil, and similar substances. If these substances come into contact with the shoe's sole, it can damage the sole. Soles made from raw rubber, also known as crepe, are particularly susceptible to this damage.

Bright and pastel colors of upper materials may fade over time with use. Regular maintenance with a colorless cream can minimize the color change. White materials may yellow to some extent with use.

Do not use footwear purchased in our stores as work shoes, as they require special standards – any resulting claims will not be accepted.

DISCLAIMER OF LIABILITY:

Our footwear provides protection but is not completely resistant to any potential dangers to your feet. Avoid possible hazards on the surface you are walking on. Be cautious when riding escalators and moving walkways: 1) Stand facing forward in the center of the step. 2) Step on and off carefully. 3) Do not touch the side walls beneath the handrails. 4) Avoid the sides of the steps, where part of the shoe could get caught.

Be cautious when using the product; our company makes no claims, statements, or warranties, whether explicit or implicit, regarding the safety, reliability, or properties of the product. Shoes are a product that wears out over time and have a certain lifespan depending on the intensity of use. Our company will not, under any circumstances, be liable for any direct, indirect, punitive, incidental, or consequential damages to property or health arising from the use or misuse of our product or associated with.