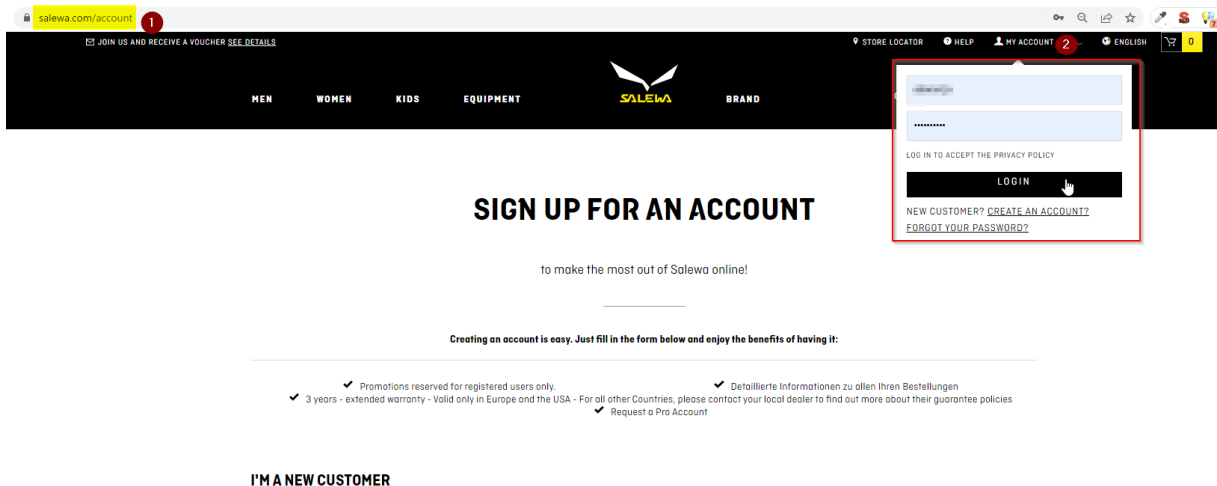


Recall Procedure Salewa Alp Trainer 2 for End Consumers

Step 1:

In order to proceed with the recall, you need a valid account on <https://www.salewa.com/>. If you have one, please try to log in as in the screenshot:



If you don't have one, you can easily create a new account by filling out all fields here:

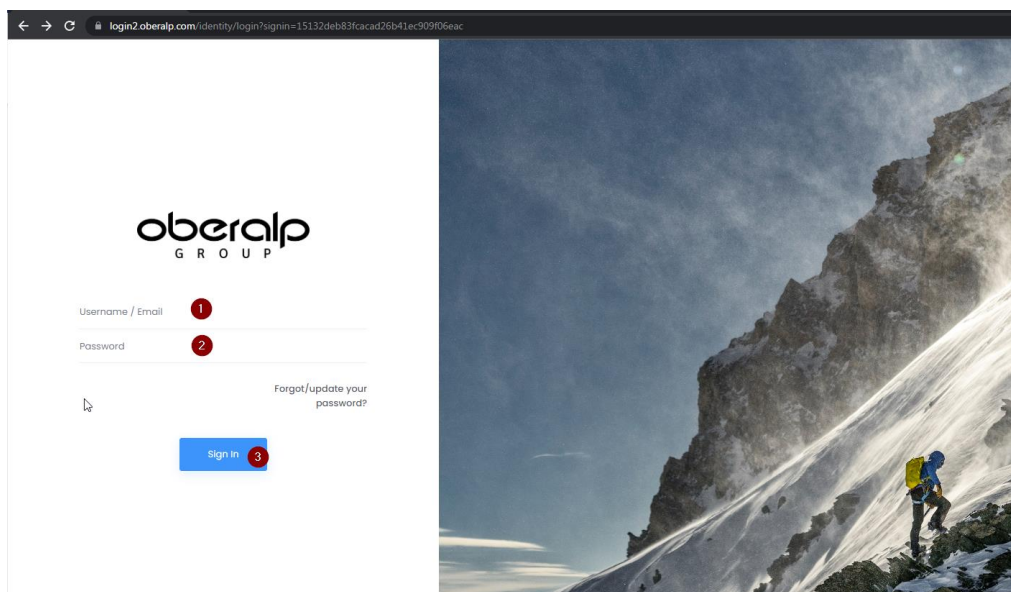
USA and Canada: <https://www.salewa.com/en-us/account>

Other Countries: <https://www.salewa.com/account>

Please make sure to provide the correct address, since your replacement product will be shipped there.

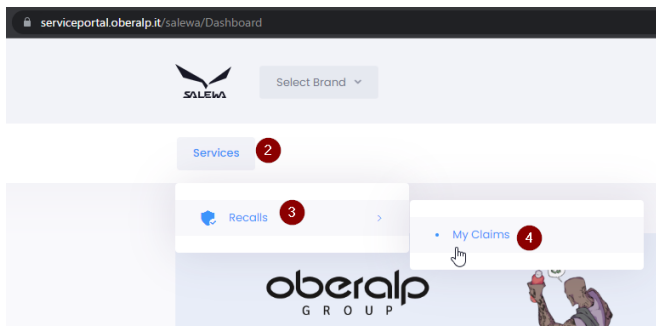
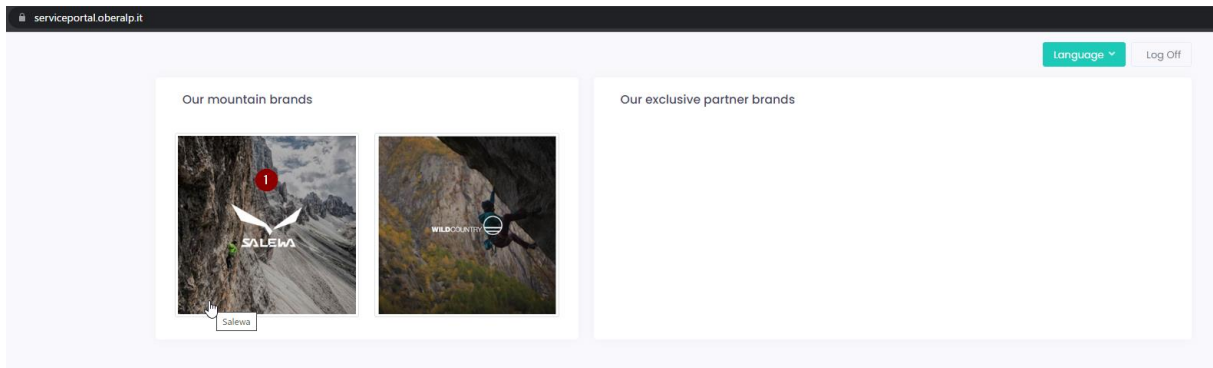
Step 2:

Once you have a valid account, please go to [Service Portal](#) and login with credentials obtained at Step 1.



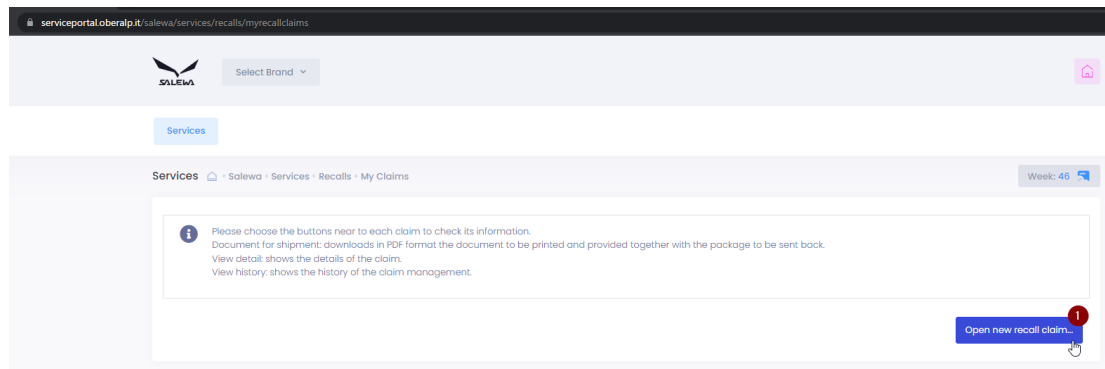
Step 3:

After the successful login, please click on Salewa, and then go to Services > Recalls > My Claims.



Step 4:

Click on „Open new recall claim...“.



You are now on the page where you can give your shoes back and request a new pair, by clicking on “Open new recall claim”. Here you can also find the most relevant information, like the Safety Notice document, the FAQ and all the information about the recalled products.

SALEWA Select Brand

Services

Services [Salewa](#) Week: 46

Recalls

Alp Trainer 2 Mid GTX Shoes
Voluntary Recall 00-0000061382 / 00-0000061383

Recall Campaign Code
REC20221114US

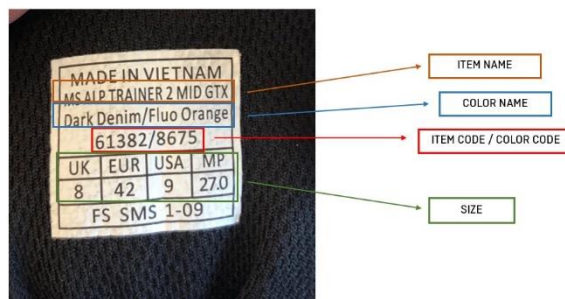
Products
Salewa is conducting a voluntary product recall for all Men's and Women's Alp Trainer 2 Mid GTX hiking boots manufactured through March 2022 (the "Recalled AT2 Boots"). Boots manufactured in April 2022 and later are not subject to the recall.

[Factsheet >](#)
[FAQ >](#)
[Product info >](#)
[Product replacement info >](#)

[Open new recall claim...](#)

Step 5:

1. In the left column, select the product, color, and size, you are returning us. To understand the right product code and color code, please check the internal label on the tongue, according to the photo below.





2. In the middle column, specify the quantity of the products you are returning (most probably one).
3. In the right column, select the product, color, and size of the replacement model you would like to receive. Please pay attention to the code of the item you are selecting, because there are both men (MS) and women (WS) models.
4. Once you are done with the selection, click on "Submit claim".

Create new recall claim

i For each item you are returning, please include the number and replacement product of your choice. Some replacement products may incur an additional charge. In this case, the total for your choice will be displayed at the bottom of the page. After receiving your return, you will be asked to pay the specified amount.

At the bottom of the page you will see the gift that we will give you as reimbursement of your postage costs. Please add comments if you want to provide special information about the returned products and then click "Submit claim".

+ Add

Returned product 1	Quantity 2	Product replacement 3
Product 00-0000061382 - MS ALP TRAINER 2 MID GTX Color 0971 Size UK 7 	Quantity 0	Product MS MTN TRAINER LITE MID GTX Color 7953 Size UK 7 

Notes:


Submit claim **4**

* By clicking on the "Submit Claim" button, you agree to the data processing of your personal data by Oberalp SpA, its subsidiaries and third parties, necessary to fulfill the request of the claim, including contacting you concerning the specific Claim status.


If you need to return more than one product, click on the "+ Add" button.

Step 6:

Once your claim was successfully submitted, you need to print the shipment document:



Orders Products info Resources Services

Services  Salewa

Confirm
Thank you!

For having submitted your claim N. **REC20221121Q56DD**

PLEASE STOP USING THE AFFECTED ARTICLE IMMEDIATELY!

We apologise for any inconvenience caused by these measures. Your safety is our highest priority, and so we ask for your understanding.

Click here to print your shipment document **1**

The screenshot displays the Salewa Services portal interface. At the top, there is a navigation bar with the Salewa logo, a 'Select Brand' dropdown, and utility icons for home, cart, favorites, download, and user profile. Below this is a secondary navigation bar with tabs for 'Orders', 'Products Info', 'Resources', and 'Services' (which is active). A search bar is located on the right side of this bar.

The main content area shows a breadcrumb trail: 'Services > Salewa > Services > Recalls > My Claims'. A 'Week: 47' indicator is visible in the top right corner of the main area. An information box contains the following text: 'Please choose the buttons near to each claim to check its information. Document for shipment: downloads in PDF format the document to be printed and provided together with the package to be sent back. View detail: shows the details of the claim. View history: shows the history of the claim management.'

Below the information box is a table with one row of data:

Recall claim code	Creation date	Status	Recall center	Actions
REC20221121Q56DD	11/21/2022 10:17 AM	Assigned	Salewa 14950 FAA Blvd, Suite 100 76155 Fort Worth US	Document for shipment 2 View detail View history

Step 7:

Print the PDF file you will find at the end of the process. In this file, you will find all the information and instructions on how to prepare and ship the package.

Please, follow the PDF instruction.

Step 8:

Once your package will be received, you will get a notification email. Other mails will be sent to you while the process continues to inform you if the model you sent is the model subject of the recall, and, in that case, the confirmation of shipment of the replacement model.