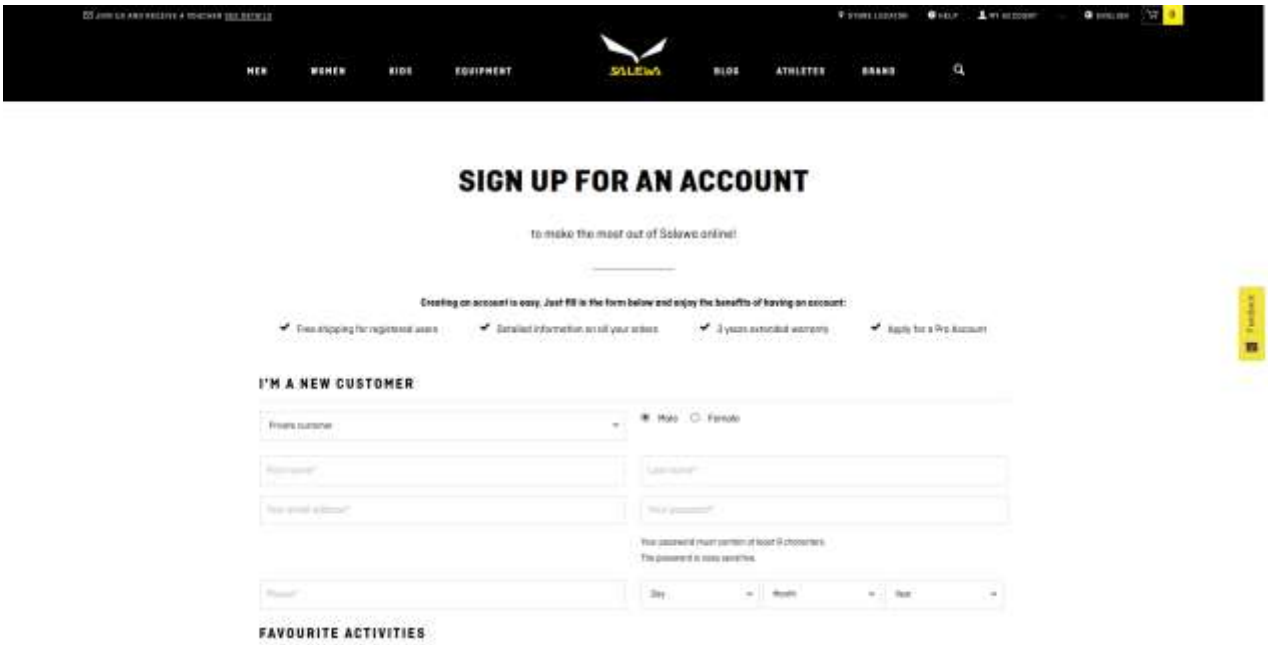
REGISTRATION SERVICE PLATFORM

Step 1:
If you have already registered on our website, please go to "Step 2". If you haven't registered yet, please register under www.salewa.com/account and provide all the data requested. You should fill in all fields marked with "*".

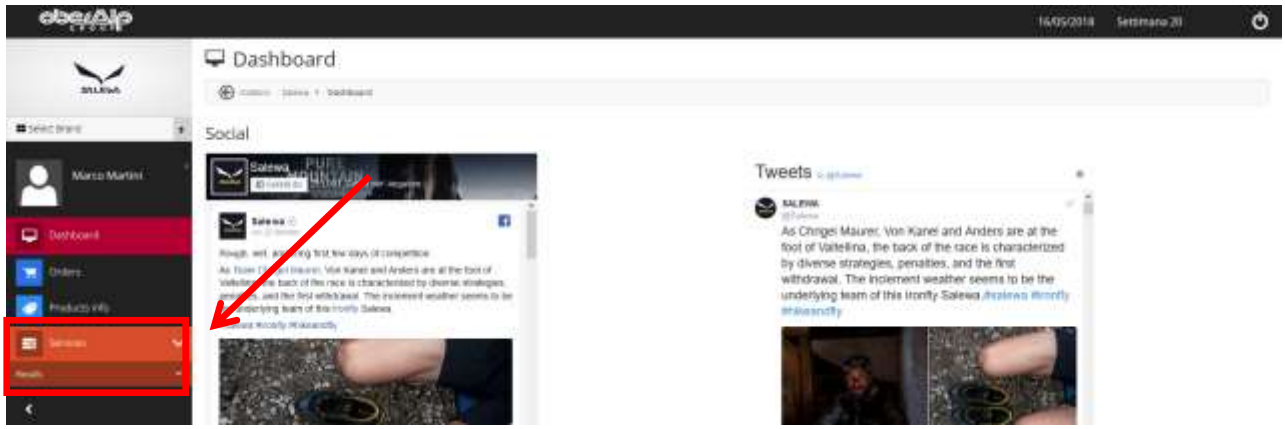
Please make sure to provide the correct address. Your replacement set will be sent there.

Your registration will be completed upon clicking "Continue".

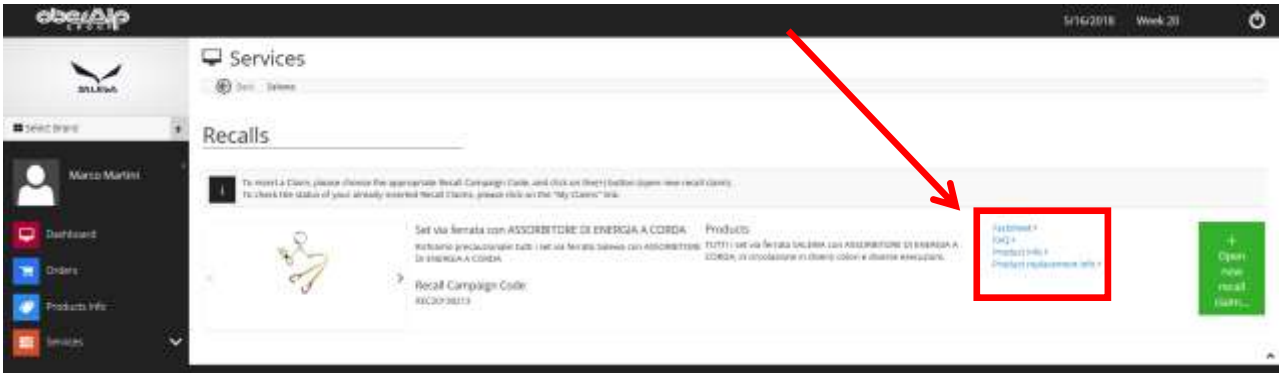


Step 2:
After completing your registration on the website, go to the following link (serviceportal.oberalp.it) and log in with the email and password you provided at step 1.

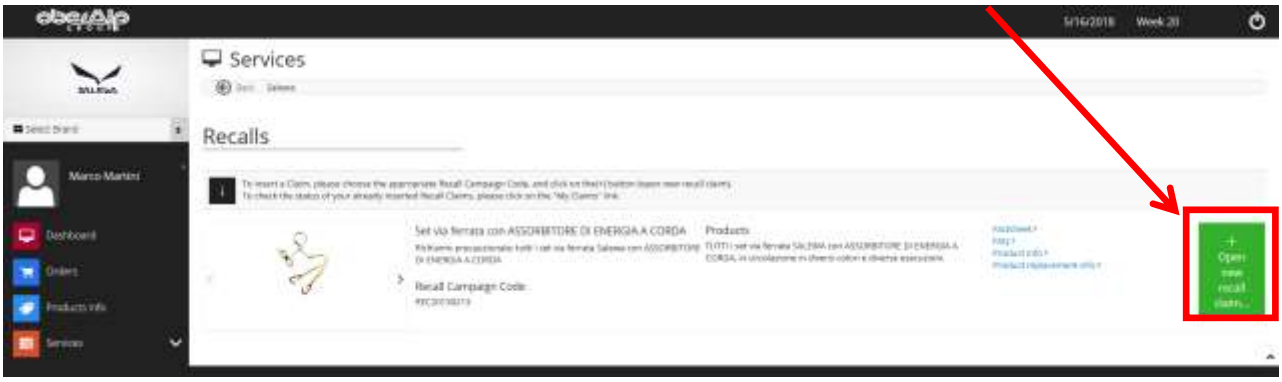
Step 3:
You are now in our Service Platform. Please follow the link "Services" and click on “Recalls”.



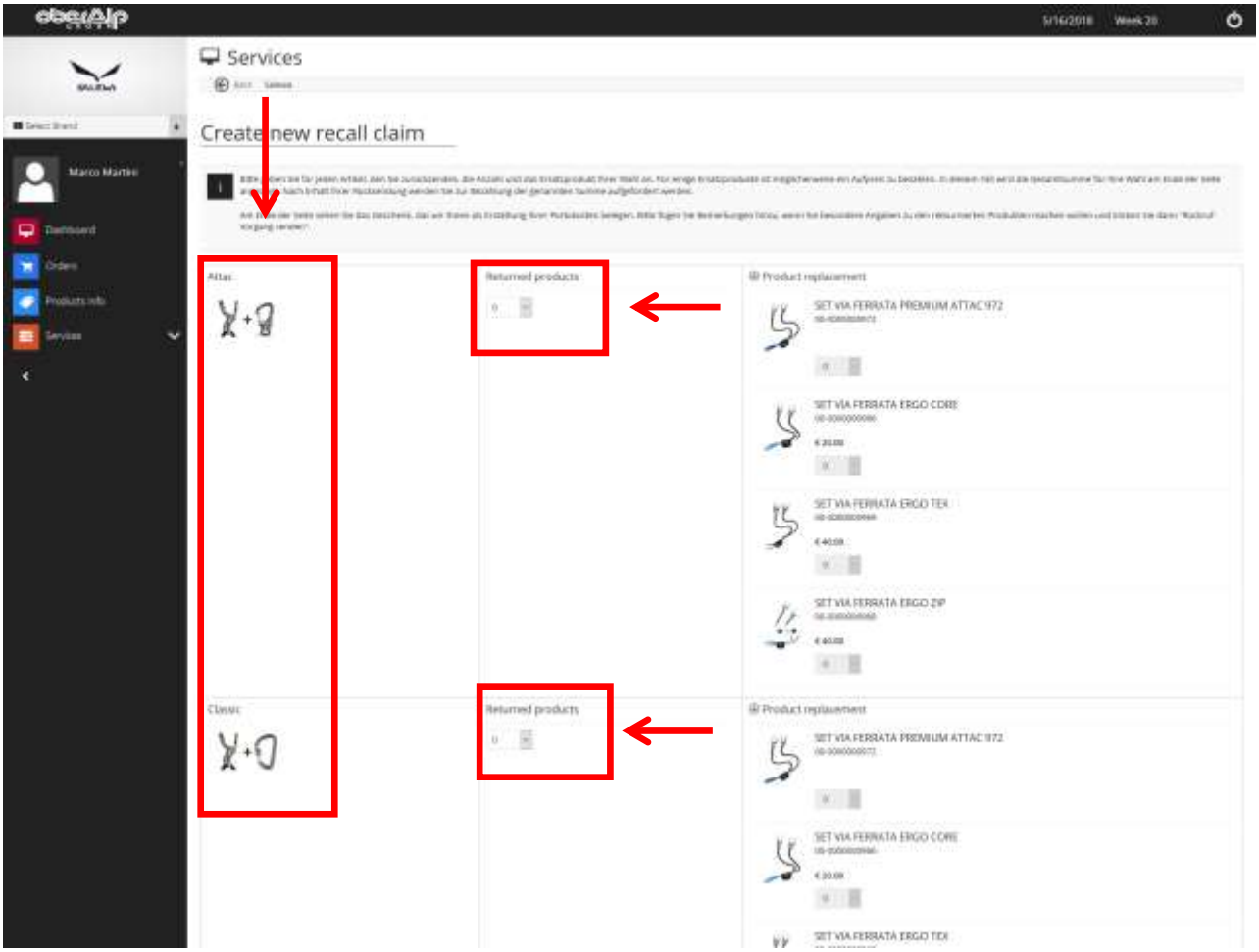
Step 4:
You are now on the page where you can give your set back and request a new one. Here you can find the most relevant information, like the Fact Sheet (important information), the FAQ (frequently asked questions) and information regarding the product replacement.



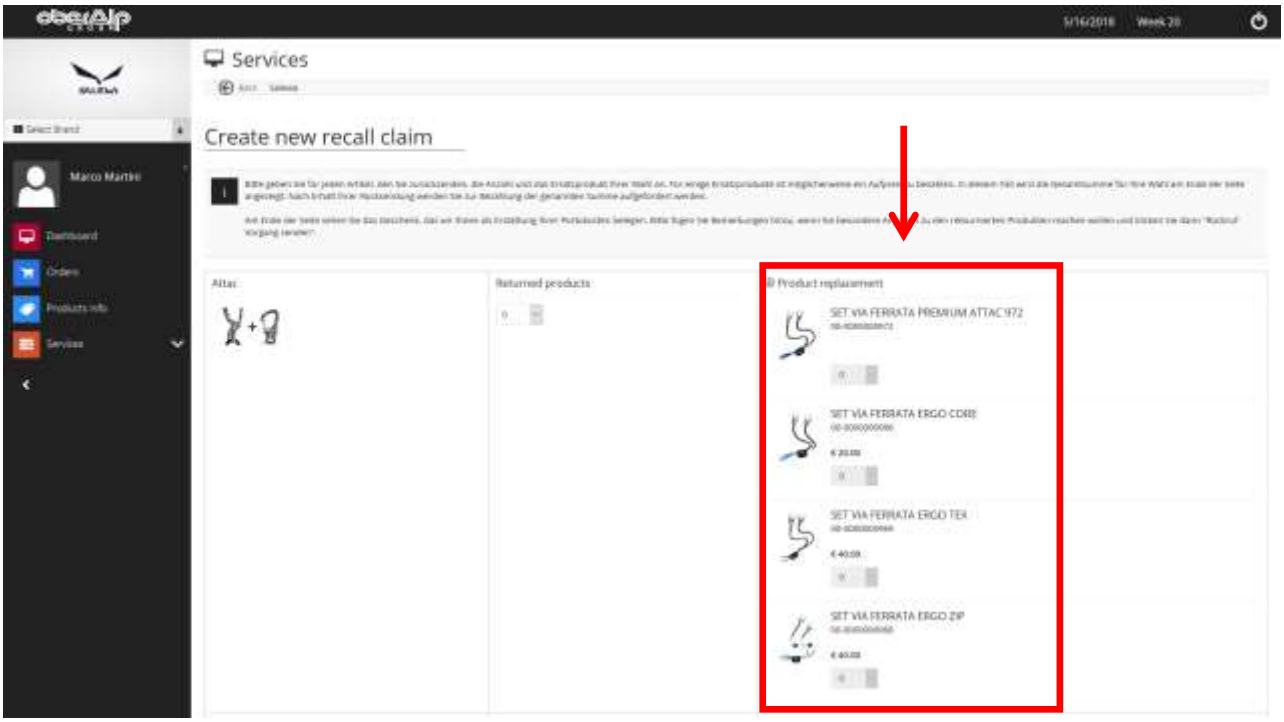
Step 5:
Open your new "Recall Claim" to register the set.



You can recognize your set from the Carabiners on the left side of the screen. Please compare the Carabiners in your set with the pictures, then provide the number of Via Ferrata Sets that you would like to send back to us.

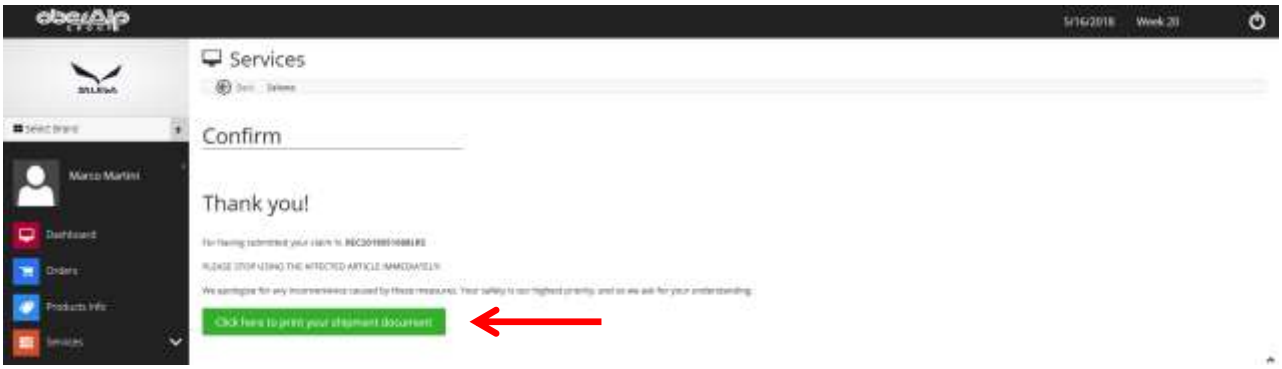


Step 6:
Choose a replacement set.

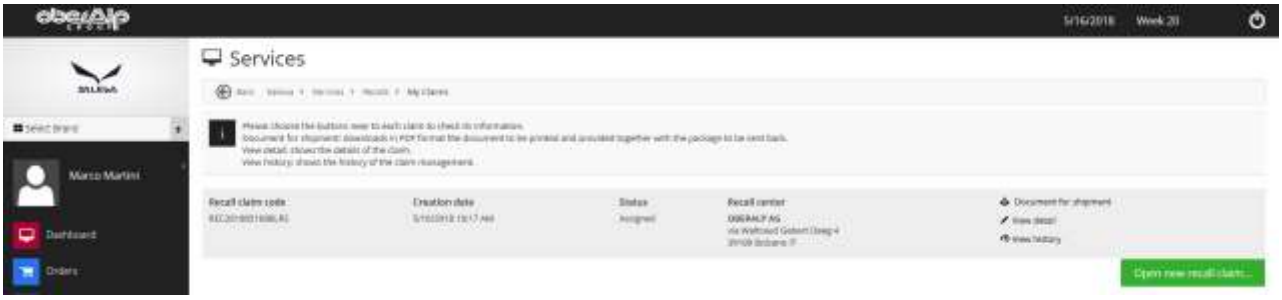


Step 7:
Send your claim through. At the bottom end of the page you can find the relative icon (submit claim).

Step 8:
You will be assigned a claim number. If you click on this number, you will be directed to the page where your claim is listed (in case you make more than one claim you will find all your claims there).



List of claims



Step 9:
Print your self-addressed postage label! It is enough to click on the icon "Download". Your browser will ask whether it should open the document; click on "yes" or on "open".

The document contains all relevant information regarding the sending back of your Via Ferrata Set. On the second page you can find the label containing the address where you would like the replacement set sent to, as provided by you during registration; please remove it and affix it to the package.

The process is now complete. Please bring the Via Ferrata Set you would like to return, together with the package identified with the self-addressed postage label to the nearest post office. We will deal with your request as soon as possible. We thank you for your understanding and apologize once again for any inconvenience caused.

Your Salewa Team