



## 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/en-gb/account](http://www.salewa.com/en-gb/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".

The screenshot shows the 'SIGN UP FOR AN ACCOUNT' page on the SALEWA website. The page has a dark header with navigation links: HER, WOMEN, RIDE, EQUIPMENT, SALEWA, BLOG, ATHLETES, and BARR. Below the header, the main heading is 'SIGN UP FOR AN ACCOUNT' with the subtext 'to make the most out of Salewa online!'. A message states 'Creating an account is easy. Just fill in the form below and enjoy the benefits of having an account:'. There are four checkmarks with benefits: 'Free shipping for registered users', 'Detailed information on all your orders', '3 years extended warranty', and 'Apply for a Pro Account'. A yellow 'Feedback' button is on the right. The form is titled 'I'M A NEW CUSTOMER' and includes a dropdown for 'Private customer', radio buttons for 'Male' and 'Female', and input fields for 'First name\*', 'Last name\*', 'New email address\*', and 'New password\*'. A note says 'Your password must contain at least 8 characters. The password is case sensitive.' Below are dropdowns for 'Country\*', 'City', 'Month', and 'Year'. At the bottom, there is a section for 'FAVOURITE ACTIVITIES'.

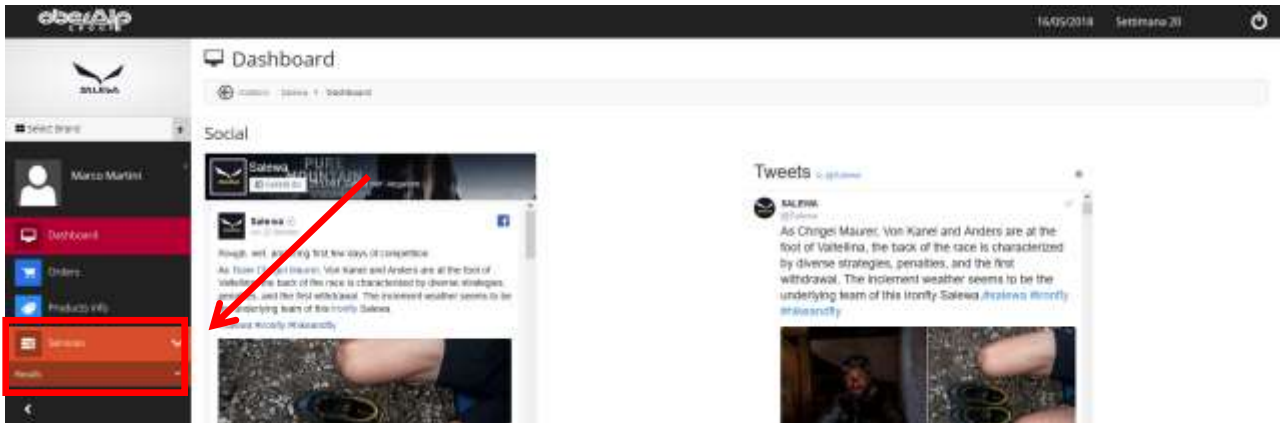
### Step 2:

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



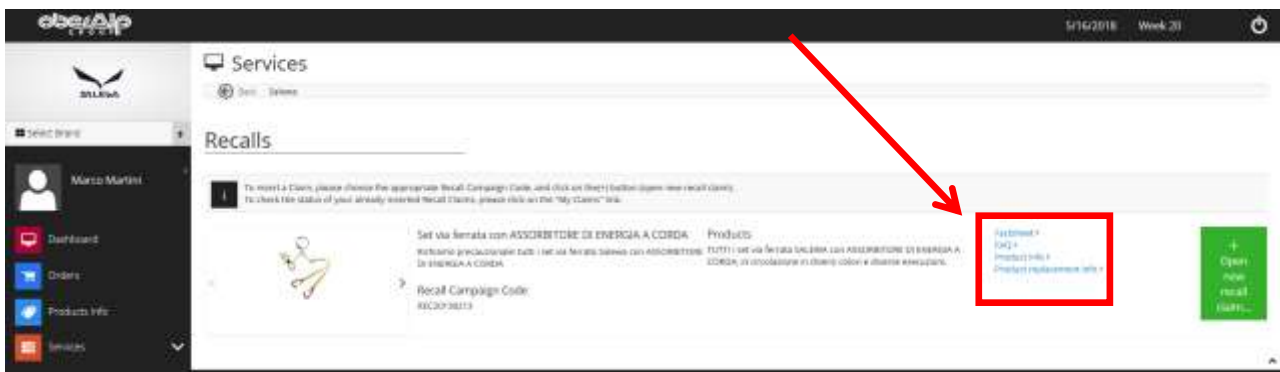
**Step 3:**

You are now in our Service Platform. Please follow the link "Services" and click on "Recalls".



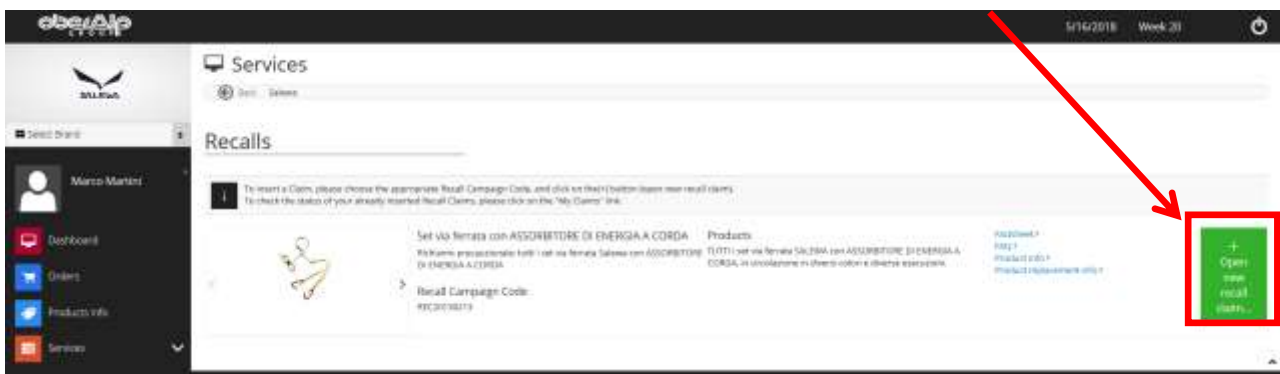
**Step 4:**

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.

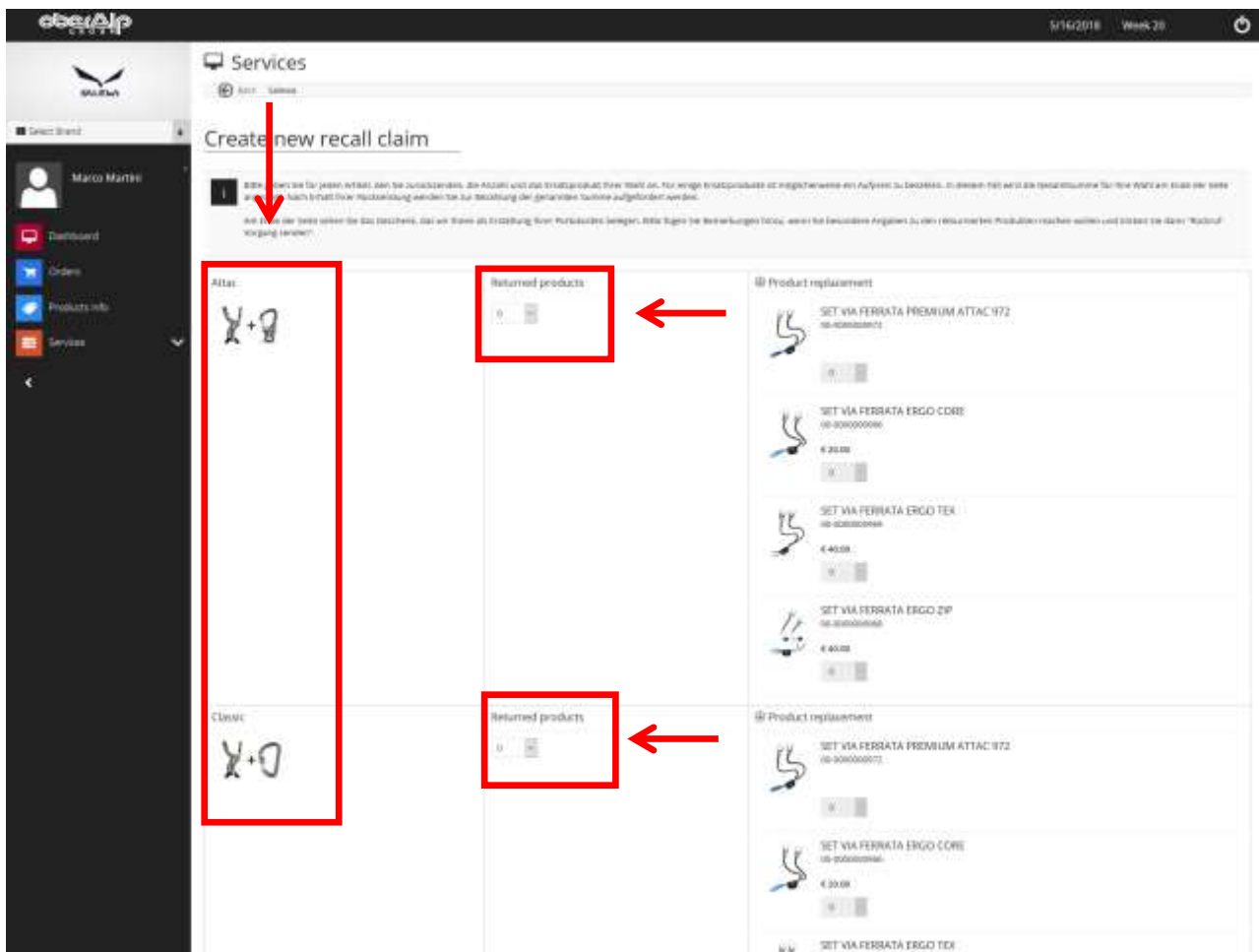


**Step 5:**

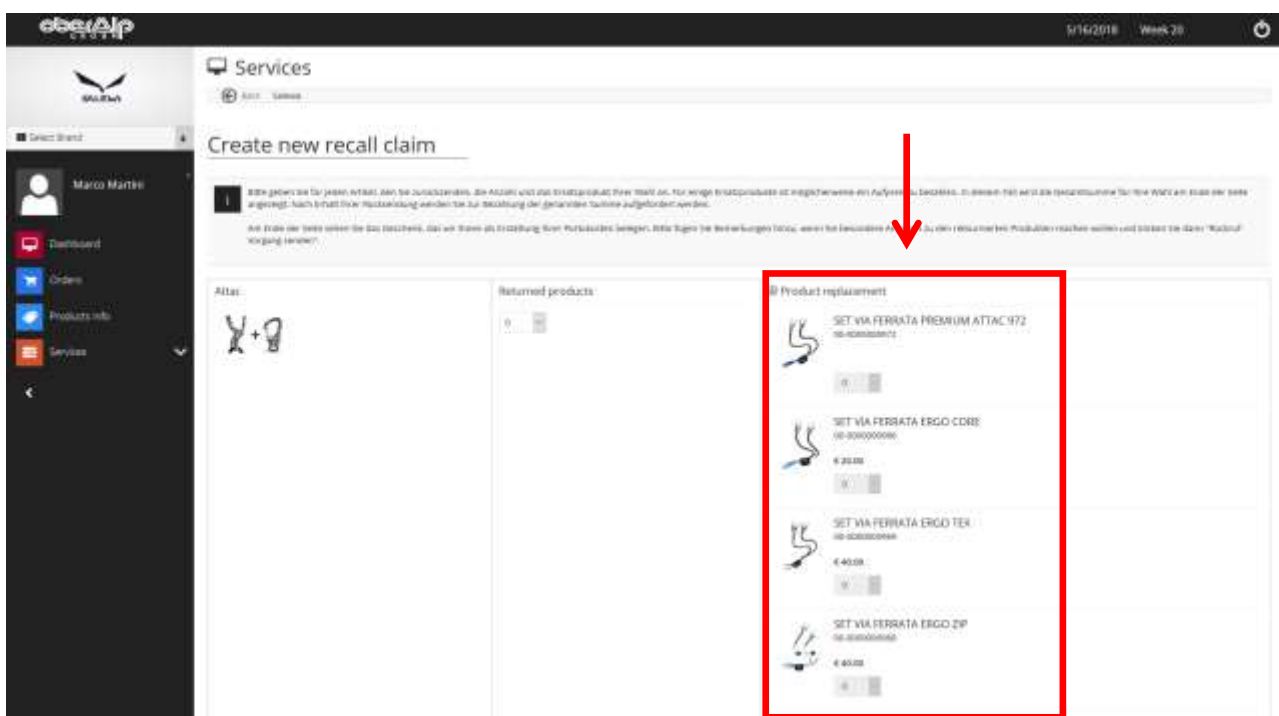
Open your new "Recall Claim" to register the set.



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.



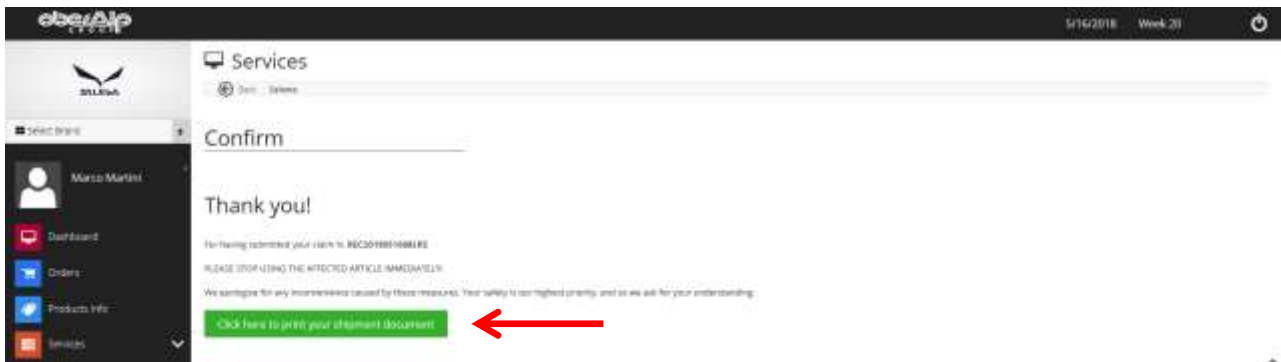
**Step 7:**

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

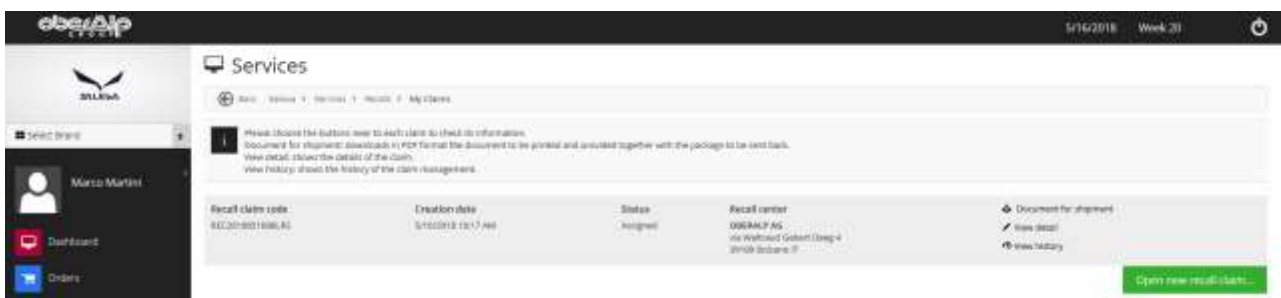


**Step 8:**

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.

Recall claim code: REC2018051606.RR Document for shipment

Return Form (please read it in advance)  
Return Language Code:  
REC2018051606.RR

Recall claim code:  
REC2018051606.RR

Marco Martin  
Piacca Giove 18  
20130 Bolzano  
IT  
GENERAL P AG  
Via Valterio Gebert 20qg 4  
20130 Bolzano  
IT

Returned product	Quantity	Required replacement	Total
	1		1

Step Marco Martin  
Thank you for contacting your Claim ID: REC2018051606.RR  
The products that you have indicated are generally defective and should immediately be returned to Salewa for inspection and possible replacement or replacement.

We kindly ask you to:

- 1) Print this document on white paper
- 2) Insert the Return Form in the return package
- 3) Call out and glue the return addressed form on the package from
- 4) Send us the package

Package note: you will receive a gift protocol free of charge.  
Salewa will deal with your product and return it to you or replace it as possible. We would like to apologize for any inconvenience this may cause.

Steps for glue-out and glue on package:

Send to:  
Marco Martin  
Piacca Giove 18  
20130 Bolzano  
IT

GENERAL P AG  
Via Valterio Gebert 20qg 4  
20130 Bolzano  
IT

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