



Red Wing Shoe Program *GUARANTEE & SERVICE-PLEASE READ*

To: All Facilities Management Employees
From: FM-OHS
Date: March 8, 2016
RE: Red Wing Shoe Program GUARANTEE & SERVICE

GUARANTEE:

Overall:

Red Wing represents four brands, *Red Wing*, *Worx*, *Irish Setter* and *Vasque*. The *Red Wing* brand is covered for 6 months, plus from months 6 to 12 a 50% to 100% credit can be issued. The *Worx* and *Irish Setter* brands have a 6 month warranty against any defects in workmanship and materials. The waterproof warranty is the same provided the product is properly maintained. If any defects occur in this time frame as a result of normal use, we will repair, replace, or issue a credit for the footwear. The footwear is not covered against excessive or abusive wear conditions.

30-Day Comfort Fit Guarantee:

If for any reason the shoes are not comfortable, we will replace them.

Warranty Personal Service:

Red Wing will address any issues with the warranty on a case by case basis. Red Wing will always ensure that you get maximum wear out your footwear, and make sure that you are happy with the performance.

SERVICES:

Scanning Technology:

Red Wing offers a foot scanning technology on the truck and in the store to ensure the proper size and width, as well as being able to highlight the pressure points of the feet to see what may be causing any foot problems or foot pain.

Monthly Free Maintenance & Minor Repairs:

You can bring your boots or shoes back to the truck or store once a month and we will clean, oil, and replace the laces for free for the life of the boot.