

# Red Wing Shoe Program Guarantee & Service



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

## 1. GUARANTEE

### a) Overall

- Red Wing represents four brands: Red Wing, Worx, Irish Setter and Vasque.
- The Red Wing brand is covered for six months, plus from months 6–12 a 50% to 100% credit can be issued.
- The Worx and Irish Setter brands have a six-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.

### b) 30-Day Comfort Fit Guarantee

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

### c) 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.

## 2. SERVICES

### a) 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.

### b) 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.