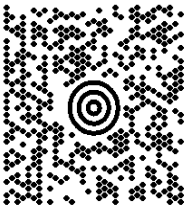
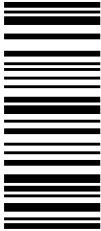
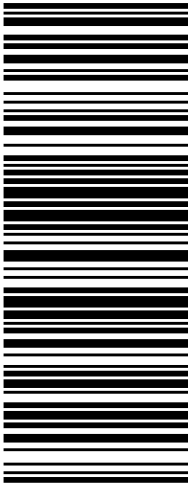



ROBERT MEANS (720) 934-1245 30623 SUN CREEK DRIVE EVERGREEN CO 80439		7 LBS RS DWT: 16,14,6	1 OF 1
SHIP TO: RETURNS 8585687469 101 ZAMBERLAN USA STE 100 6351 CORTE DEL ABETO CARLSBAD CA 92011			
		CA 920 9-05 	
UPS GROUND			
TRACKING #: 1Z Y11 188 90 9136 2866			
			
BILLING: P/P DESC: Hiking Boots RETURN SERVICE			
Reference#1: WRA7192021RM Reference#2: Ticket 36617 <small>UIS22.0.13. MACNV50 28.0A 07/2021*</small>		 TM	



WARRANTY CLAIM & RETURN AUTHORIZATION FORM

Zamberlan USA

Thank you for shopping with Zamberlan USA. We're sorry if you've experienced any issues with the condition of your Zamberlan products. Zamberlan warrants all of its footwear for a period of one year after date of sale against defects in workmanship or materials; accessories are not covered under warranty. All warranty claims must follow the guidelines as presented below. We do not accept COD returns.

Warranty Process & Policy

- Zamberlan footwear products are warranted for a period of one year from the original date of sale. Zamberlan shall make all warranty determinations and reserves the right to either replace, repair, or issue credit for valid warranty returns. All customers must attain a Warranty Return Authorization (WRA) number prior to returning product, as no claims shall be accepted without a valid and registered WRA number.
- The Zamberlan Warranty covers:
 - Defects in workmanship
 - Material defects
- The Zamberlan Warranty does **not** cover:
 - Damage resulting from user mis-use or abuse, including:
 - Product used for purposes other than originally intended
 - Product exposed to heat
 - Issues caused by failure to care for the product (e.g. not conditioning leather uppers)
 - Normal wear and tear
 - Aesthetic damage to product, including scratches, discoloration or other non-function impairing changes
 - Product that has been previously repaired
 - Product that has been improperly fit
 - Product damaged through accidents
 - Failure of Gore-Tex liners (Note: The Gore-Tex Guarantee covers customers with these issues)
 - Damage caused by chemicals or foreign substances
- To initiate a warranty claim, please follow these simple steps:
 - Call Zamberlan customer service at 1.888.745.4774 x1 to attain a Warranty Return Authorization number and call tag
 - Complete this form as accurately as possible. Inaccurate information will result in processing delays
 - Place (1) the footwear, (2) this form and (3) a copy of the original order/receipt/confirmation in an adequate shipping box
 - Write the Warranty Return Authorization Number on the outside of the box in large, bold font
 - Ship the box to the "Return Shipping Address" noted below using the call tag provided
- Once received, Zamberlan's warranty claims department will process the claim and determine a suitable course of action

Customer Contact Information (please print):	
Name:	Robert Means
Address:	30623 Sun Creek Dr Evergreen, CO 80439
City:	
State:	
Zip:	
Phone:	(720) 934-1245
Email:	robert@robertmeans.com

Warranty Claim Shipping Address:
Zamberlan USA
c/o Warranty Claims
6351 Corte del Abeto, Ste 100
Carlsbad, CA 92011
U.S.A.
<i>Accepted Carriers: USPS, FedEx & UPS</i>

The information below can be found on the original receipt, packing slip, or original order confirmation.

WRA Authorization Number:	Date of Purchase:	Place of Purchase:	Model & Size:	Quantity
WRA7192021RM	01/21/21	Backcountry.com	Tofane 1025	1

Reason for Warranty Claim (Please Check):		
<input type="checkbox"/> Rubber Rand Delamination	<input type="checkbox"/> Outsole Squeaking	<input type="checkbox"/> Lacing Hardware Malfunction
<input type="checkbox"/> Sole Delamination	<input type="checkbox"/> Item Damaged In Transit	<input type="checkbox"/> Leaking (Gore-Tex Boots Only)
<input type="checkbox"/> Aesthetic Abnormality (New Boots Only)		
<input checked="" type="checkbox"/> Other (Please Specify): <u>Right heel stalwartness</u>		

Monday, July 19, 2021

Zamberlan USA, Inc.
6351 Corte del Abeto
Suite 100 Carlsbad, CA 92011

Dear Zamberlan,

Please find enclosed the Tofane 1025 for your inspection. The problem pertains to the right boot.

Note the buckle of leather along the base of the right heel. While I realize this is *exceptionally* minor my concern is that it is the source of the trouble as it coincides with the issue I'm suffering. The rationale being; my heel is allowed a diminutive amount of slop which experienced over extended mileage compounds into a friction area the likes of which any medieval torture device would be a welcomed relief.

These boots are a work of art. There is not another brand that comes close to this specific model which is why this imperfection has allowed me to even consider a manufacturing oversight. This is my 2nd pair of 1025 Tofanes. My other pair did not do this.

If I can provide any additional details or information please call, text or email anytime. Your consideration is deeply appreciated.

Cordially,



Robert Means
(720) 934-1245
robert@robertmeans.com
30623 Sun Creek Dr, Evergreen, CO 80439

Enclosures (2)

1. 1 Pair 11.5 Zamberlan Tofane 1025 boots
2. Shipping confirmation from Backcountry

robert means

From: Backcountry <info@t.backcountry.com>
Sent: Thursday, January 21, 2021 16:52
To: robert means
Subject: Your gear is on its way!

Get Ready to Get Outdoors



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[Men's](#)

[Women's](#)

[Sale](#)

Who's Stoked?

You should be because your package is on the way.



Feel free to camp out by the mailbox—or just track your package by signing into your account.

Your tracking number is **1ZR7V9390359614255**
(Tracking codes may take one business day to activate).

Your package has shipped via UPS Ground.

Our Gearheads are here to help you chase your best moments in the outdoors. If you need any help with this order, or your next, don't hesitate to call at 800-409-4502.

Item Summary:

Order Details:

Order Number:
n000160923712

Shipping Method:
UPS Ground



Zamberlan
Tofane NW GTX RR
Boot - Men's

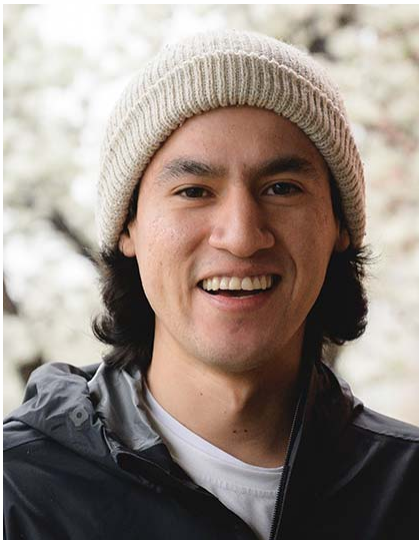
Quantity: 1

Tracking Number:
1ZR7V9390359614255

Shipping To:
robert means
30623 Sun Creek Dr
Evergreen, CO 80439-8745
US

To view your complete order details and
print a receipt, please sign in to your
account.

[Sign In](#)



On the hunt for the perfect gear for your
next adventure? Whether you need skis, a
bike, or just a t-shirt, our Gearheads can
help you narrow your search.

Talk to a Gearhead: 1.855.720.5115



2607 South 3200 West, Suite A, Salt Lake City, UT 84119



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