



# AUTHENTICITY

## CLAIM OF ORIGIN CERTIFICATE

Ugg Australia's *Golden Tag*\* is our guarantee to you, that our products are processed, manufactured and made-by-hand within Australia.

This certification ensures that we use eco-friendly techniques following strict Australian Standard of chemical use following EPA rules, tanning with methods upheld over 100 years of tradition set by Australian Manufacturers. All hides are the by-product of farming processes, sourced sustainably and produced ecologically in Melbourne, Australia.

We own Australia's last operating sheepskin footwear tannery – Roman Tannery – guaranteeing that we are the only ones in the world, processing Australian sheepskin 100% within Australia.

*Thank you for supporting Ugg Australia®*



\*The *Golden Tag* is present in the left pair of Ugg Australia® boots and slippers.

## CARE INSTRUCTIONS

At Ugg Australia®, we care about our products and our customers. Australia still produces the best quality Merino Sheepskins in the world. All hides are the by-product of the farming process, sourced sustainably and produced ecologically at our Tannery.

We use the highest quality sheepskins for ALL of our products, all made at our Factory in Melbourne. We make boots out of a thick double-face sheepskin, this kind of material needs a little extra care and attention. Sheepskin is a natural and luxurious material that needs to be that needs to be looked after correctly to maintain the colour, look and feel of smooth outer surface.

### **General Maintenance**

Ugg Australia® boots should be maintained like any other shoe, the colour will fade with time and use as the material wears down. We do not recommend to wash our products as results may vary.

Ugg Australia® care products are especially formulated to nourish and help upkeep the condition of your Ugg Australia® boots. Non-toxic protector spray will help to keep your Ugg Australia® boots/products water resistant and help prevent marking from water and liquid spills”.

### **Button Accessories**

Button Details are seen as an accessory component and in time, may need to be replaced completely. This is part of the general ‘wear and tear’ not a product fault. Buttons details can be easily replaced by the customer, if damaged.

### **Innersoles**

Our ‘Ugg Innersole’ can be replaced, this will enable boot longevity and can be used for comfort in other footwear. The breathable nature of Merino wool is perfect heat regulation and encourage circulation.

# WARRANTIES ON THE QUALITY OF SHEEPSKIN BOOTS



## I – WARRANTY PERIOD

Three months from ‘Date of Sale’ for products made with natural sheepskin and various natural skins;

The warranty period starts from invoice date of product purchase, claims cannot be covered without proof of purchase.

## II – COVERAGE OF WARRANTY SERVICES OR REPAIR EXCHANGE AND REFUND

### 1. Exchange Warranty

- Any of the following issues, during the first week of purchase: lose stitching (back or front of the boot), sole unglues from the boot, serious discoloration of the innersole.
- Eligible for exchange due to fault or quality issues.

### 2. Repair Warranty

The following are covered:

1. broken sole;
2. broken heel;
3. broken upper;
4. seams unstitched on upper and sole;
5. unglued sole of boot during the first week of purchase.

## III – MAINTENANCE

1. The following are not covered by the “RER Warranty”:  
Sheepskin boots explicitly stated as substandard goods, goods sold at reduced prices, or damaged due to being worn or maintained improperly (e.g. worn in wet conditions, washed, or have come into contact with acids, oils, marker, hard or sharp objects).
2. The “RER Warranty” for Sheepskin boots shall be covered by the enterprises concerned;
3. Proof of purchase, with invoice must be provided to claim “RER Warranty”.
4. With regards to implementation of the “RER Warranty”, the retailer shall be responsible for fulfilling obligations to the consumer on behalf of the manufacturer or product supplier. Relevant retail enterprises shall also be responsible for claiming against the manufacturer or product supplier. The ‘Retailer’ must provide maintenance instructions, consumer guides, and clearly specify requirements for wearing our sheepskin products.

## TRY BEFORE YOU BUY

The shape of people's feet will vary: Even when people have feet of the same length, individuals may differ in foot width, height of instep, heel size and depth of arches and may require different sizes to suit. When buying boots, keep in mind differing variations of individual foot dimensions, when selecting products that will be best for your size.

Please endeavour to try boots on to determine if the fit will suit your foot. Buying boots that don't fit may prevent full function of the boot, rip materials or harm feet. Sheepskin boots can stretch more than leather shoes, and with wear the wool fibres will compress in every direction to accommodate the shape of your foot and calf. When you buy natural sheepskin boots make sure that the fit is 'snug'. Like all coloured/dyed products, fading may occur due to reasons such as excess, water or weather exposure, and result in dye transfer on clothing or other parts of the boot. This cannot be completely avoided, attention must be given when wearing light-coloured socks or clothing; or wearing dark colour boots.

## NOTES ON USE

- Do not place boots close to heat or fire as it may cause them to soften, harden, warp or misshapen from the original form.
- Do not wear in conditions where boots will be exposed to water, oil, extreme sun, fire or heat.
- Depending on the individuals usage (climate, road conditions or degree of 'wear and tear' of the sole), boots may become slippery; care should be taken if sole becomes compromised, walking on uneven surfaces.
- Do not submerge boots in water or liquid, boots can be worn in light rain but not sustained heavy rain.
- It is possible to maintain the condition of boots when worn in 'dry snow' or 'powder' but not advisable for wear in 'wet snow' or slushy conditions; select appropriate style for individual usage.