

## CONSUMER INFORMATION

### Applicable to Sale of Footwear in Vendor's Outlets

1. GEOX POLAND Sp. z o.o., a Polish limited liability company with its seat in Warsaw, Poland, entered into the Business Register of the Polish National Court Register maintained by the District Court for the Capital City of Warsaw, Thirteenth Commercial Division of the National Court Register, at number 0000392726, REGON Statistical Number 143330459, NIP Tax Number 5272661853, registered address ul. Postępu 12, 02-676 Warszawa, Poland, whose principal objects of business comprise retail sale of footwear and leather goods in specialised stores, is the Vendor of the Footwear (“**Vendor**”).
2. The Footwear are distributed in Poland by an Geox Sp. A. with its seat in Montebelluna, via Feltrina Centro 16, 31044 Biadene di Montebelluna (TV), Italy, included in the Vendor's product range is the object of sale (“**Footwear**”).
3. A Catalogue including descriptions of the Footwear on offer is available on line at [www.geox.com](http://www.geox.com) operated by the Vendor (including among others the unit price inclusive of VAT of the various models of the Footwear, Footwear model type, manufacturing year, size, and information on the material the Footwear is made of). Prior to the conclusion of a sale agreement for Footwear at the Vendor's outlet, a shop assistant advises about the availability of Footwear in the outlet's general selling area. Further, the Vendor's shop assistant may personally provide the Customer with information regarding the Footwear.
4. Further, on the shelves in the general selling area of the Vendor's outlets there is always a notice beneath each Footwear model being displayed, containing information the price inclusive of VAT.
5. The Customer pays the price for the Footwear to the Vendor, and the Vendor hands over the Footwear to the Customer. The sale agreement is performed as soon as the Footwear being the subject-matter of the sale agreement is handed over to the Customer.
6. The Customer can contact the Vendor online through the page [www.geox.com/en-PL/contactus](http://www.geox.com/en-PL/contactus) and by phone on 00-800-3911263 [●] (operator's charges apply) or directly through the Vendor's shop assistants at the Vendor's outlet.
7. The Vendor is liable to the Customer for defects in the Footwear purchased under the provisions on statutory warranty (*rekojmia*) of the Polish Civil Code of 23 April 1964.
8. Complaint procedure:
  - (a) If the Customer identifies a defect in the Footwear purchased, the Customer may report the defect by accessing the web page <http://www.geox.com/en-PL/contactus>
  - (b) Each notification is assigned a number under which the complaint has been registered. In the case of a claim submitted by e-mail, the Customer will receive a number under which the claim was registered in the return message to the e-mail address from which

the claim was submitted. In case of a claim made by telephone, complaint number is assigned during the telephone call.

- (c) The complaint shall include: (i) description of the product and the defect found; (ii) the date of its discovery; and (iii) the Customer's preferred method of resolving the defect.
  - (d) If a defect is found in the purchased Footwear, the Customer is entitled to:
    - (i) withdraw from the contract or demand reduction of the price of the purchased Footwear, unless the Vendor immediately and without undue inconvenience to the Customer replaces the defective product with a defect-free product or removes the defect; or
    - (ii) request replacement of the product with a defect-free product; or
    - (iii) request rectification of the defect.
  - (e) The Customer who exercises his/her statutory warranty rights should deliver the defective Footwear at the Vendor's expense to Geox SPA c/o Xlog srl, Signoressa di Trevignano, 31040, Treviso (TV), Italy [or to any of the Vendor's outlets in Poland.] The defective Footwear must be accompanied by a proof of purchase of the Footwear (e.g. receipt) confirming the date of purchase of the Footwear and the number of the complaint.
  - (f) The Vendor is liable under statutory warranty if the defect is discovered within two years from the date of delivery of the product to the Customer.
  - (g) The Vendor will respond to the Customer's complaint within 30 days from the date of its receipt.
9. The Vendor hereby advises the Customer that in order to maintain wearability of the Footwear, the Customer is required to ensure that the heelpieces are periodically replaced.
10. The Vendor hereby advises the Customer that the light-emitting diodes (LEDs) mounted on some types of children's Footwear are battery-powered. For technical reasons, it is not possible to replace the batteries or recharge them. This means that the LEDs mounted on children's Footwear will emit light only as long as the batteries powering them last. After that, while the Footwear will be still wearable, the LEDs will no longer emit light. A shop assistant at the Vendor's outlet advised the Customer of the above at the time of purchase of the above Footwear type by the Customer. The Vendor is released from any liability under statutory warranty for the LEDs on children's Footwear no longer emitting light and the batteries running out of power.
11. The Vendor declares that defect-free Footwear cannot be exchanged or returned.
12. For detailed conditions of Footwear care and use, see inside of the leaflet.
13. Legal grounds: the Polish Civil Code (*kodeks cywilny*) of 23 April 1964 and the Act on Consumer Rights (*ustawa o prawach konsumenta*) of 30 May 2014.

## **CLEANING AND CARE OF FOOTWEAR TOPS MADE OF:**

### **- CALFSKIN, GOATSKIN, AND NAPPA LEATHER:**

- remove soiling using a sponge or a soft cloth moistened with clean water;
- when so cleaned, leave the footwear to dry at room temperature;
- apply to the clean and dry footwear shoe polish or cream, either neutral in colour (in the case of contrasting stitching) or of the same colour as the surface of the footwear (in the case of matching-colour stitching);
- then wipe the surface with a slightly moist soft cloth;
- once dry, polish the surface with a soft shoe brush or a soft cloth;
- do not apply self-shine polishes to your footwear;

### **- NUBUCK, SUEDE, SUEDE LEATHER, SPLIT:**

- remove soiling using a special sponge or a soft brush intended for these types of leather;
- leave the footwear to dry at room temperature;
- to refresh the colour, periodic application of a special colouring spray intended for these types of leather is recommended;
- the footwear can be waterproofed by applying periodically a waterproofing spray intended for these types of leather;
- do not use shoe polish or cream.

## **CLEANING AND CARE OF FOOTWEAR SOLES MADE OF THERMOPLASTIC RUBBER WITH LEATHER COMPONENTS:**

- avoid soaking the soles wet, and—should it happen—dry the bottoms of the soles at room temperature for at least 24 hours;
- remove soiling using a sponge or a soft cloth slightly moistened with clean water;

## **CLEANING AND CARE OF FOOTWEAR SOLES MADE SOLELY OF LEATHER:**

- remove soiling using a sponge or a soft cloth slightly moistened with clean water;
- when the sole is dry, apply colour-neutral shoe polish to the edge of the sole and heel;
- once dry, polish the areas of shoe polish application with a soft cloth;
- avoid soaking the soles of the footwear wet, and—should it happen—dry the bottoms of the soles at room temperature for at least 24 hours.

## **OTHER NOTEWORTHY INFORMATION ABOUT FOOTWEAR:**

- leather, being a natural material, may not maintain an identical colour and texture over its entire surface;
- the footwear can show slight imperfections if at certain stages of its manufacture or finish the work was performed manually;
- dark-coloured leather lining of footwear may bleed colour slightly;
- footwear can be put on and taken off only after it has been sufficiently unlaced;
- one should avoid soaking the footwear wet, and—should it happen—the shoes should be dried at room temperature, away from sources of heat (radiator, heater, etc.), until completely dry;

- once completely dry, the footwear should be protected using the appropriate agent intended for the specific type of leather of which the shoes are made, in line with the cleaning and care recommendations;
- to maintain the required shape of the footwear, shoe trees can be employed, their size matching that of the footwear for which they are used;
- do not wash the footwear by hand or in a washing machine.