

INSTRUCTIONS FOR USE AND MAINTENANCE

Dear customer,

Thank you for purchasing our shoes, which are guaranteed for manufacturing defects for a period of 24 months from the date of sale. These are walking shoes that are not intended for sports.

Here we present instructions for maintenance and care of individual types and parts of footwear:

Please note that if the footwear is damaged due to non-compliance with the principles of intended use of the footwear or as a result of neglect of proper maintenance according to the maintenance instructions, any complaints cannot be taken into account.

1. When choosing, carefully consider the purpose for which the shoes will be used. Use the shoes in a way and in an environment appropriate to their purpose.
2. Carefully select the right size and the most suitable style. Improperly selected shoe style, incorrect size, width or shape cannot be a reason for a future complaint.
3. Try your shoes carefully when buying.
4. Shoes must be changed frequently, especially in bad weather.
5. When taking shoes on and off, untie the laces and use a shoehorn.
6. Textile and recycled suede shoes with ready-made sewing are not waterproof. Water resistance can be increased by using suitable waterproofing products for footwear.
7. Wet shoes must not be dried in direct contact or in the immediate vicinity of heat sources.
8. Keep in mind that wearing shoes naturally decreases their lifespan every day. The warranty period of the shoe cannot be confused with the life of the shoe. Due to the different intensity of use of footwear by individual consumers, the life of footwear may be exhausted before the expiration of the warranty period.
9. No shoes can be washed in the washing machine.
10. Shoes must be protected from chemical influences and soaking.

Specifics when using barefoot shoes

- The correct gait in barefoot shoes is toe-first, and one of the characteristic features of barefoot footwear is its thin and flexible sole. **Therefore, excessive wear on the heel caused by incorrect gait will not be considered a valid reason for a claim.**
- The wide toe box of barefoot shoes allows the toes and big toe to move freely. For people with raised big toes or hammer toes, this may lead to wear in the toe area of the shoes. We recommend reinforcing the inside of the toe box with the included patches.

INSTRUCTIONS FOR TREATMENT OF INDIVIDUAL TYPES OF FOOTWEAR

Textile footwear

Clean by brushing, depending on the type of textile and the nature of the dirt, also by wet wiping, greasy stains with a textile stain cleaner. Treat with protective textile spray.

Recycled suede

Remove dirt with a soft brush or special rubber, brush without causing fibers to break! Waterproofing products in sprays are suitable for treatment. Shoe cream should never be applied to recycled suede.

Vegan Material (Winter Footwear)

The vegan material used in our winter shoes is naturally

water-resistant. Proper waterproofing adds full protection and better protects against dirt. For cleaning, use a soft cloth and gentle cleaning agents.

The sole of our footwear is made of natural rubber, which naturally develops a white film under certain conditions. This is a cosmetic issue and has no effect on the functionality of the shoe itself.

The solution is to wipe it off with a cloth and vegetable oil. This procedure is also recommended as standard sole care. It will prolong its flexibility and durability.

Complaint conditions

- Any complaint must be made to Bohempia, s.r.o. without delay, immediately upon discovery of the defect.
- To file a complaint, it is necessary to provide proof of purchase.
- To assess the defect, please send us photos and a brief description of how the defect occurred. Please use the following e-mail: reklamace@bohempia.com
- In order to receive a complaint, it is necessary to fill in the complaint form, which can be downloaded from the website.
- Only footwear that has been cleaned and is free of any impurities can be submitted for a complaint.
- The seller will confirm acceptance of the complaint in writing, specifying the condition of the received footwear and clearly describing the claimed defect.
- After the warranty period has expired, the right to file a complaint will no longer apply.

The guarantee can be claimed

- The warranty covers defects that occur during the warranty period due to demonstrable manufacturing or technological errors (these defects typically appear shortly after the footwear is first used).

The warranty does not apply to

- Changes to the footwear resulting from failure to follow the instructions in the maintenance and care manual.
- All changes to the footwear that occurred during the warranty period due to normal wear and tear (see Act No. 136/2002 Coll. § 619, paragraph 2), incorrect use and unprofessional repairs and modifications.
- Mechanically damaged footwear and its parts.
- Wear and tear of footwear due to inappropriate selection and use (e.g. sports, riding a scooter or skateboard, fitted or trampled sole).
- Footwear which has undergone any modifications and repairs during the warranty period not related to normal maintenance or wear of the footwear.
- Excessive sweating may cause shoes to fade.
- Shoes scuffed and worn down by bad walking (hard impact on the heel).

If you notice a defect in your shoes and are unsure whether it qualifies for a complaint, please send us a photo to info@bohempia.com for review. We're confident, however, that you'll be satisfied with your shoes!

Share your experience with us on our Facebook or Instagram.

Team Bohempia