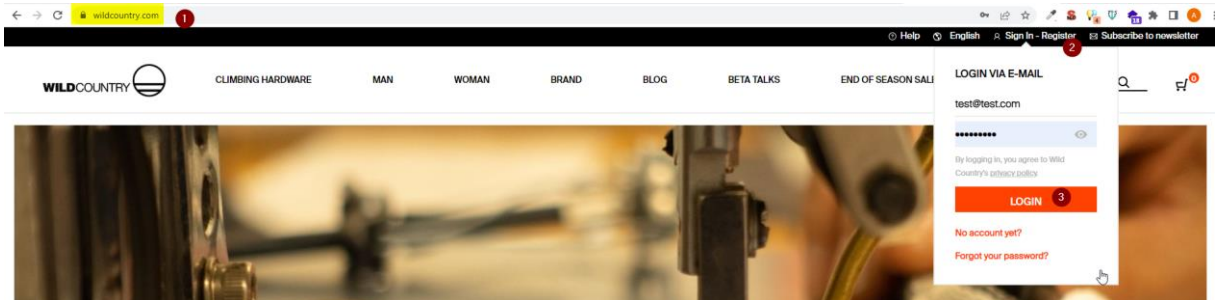


Recall Procedure Wild Country Superlight Rocks for End Consumers

Step 1:

In order to proceed with the recall, you need a valid account on <https://www.wildcountry.com/>. If you have one, please login:



If you don't have one, you can easily create a new account here:

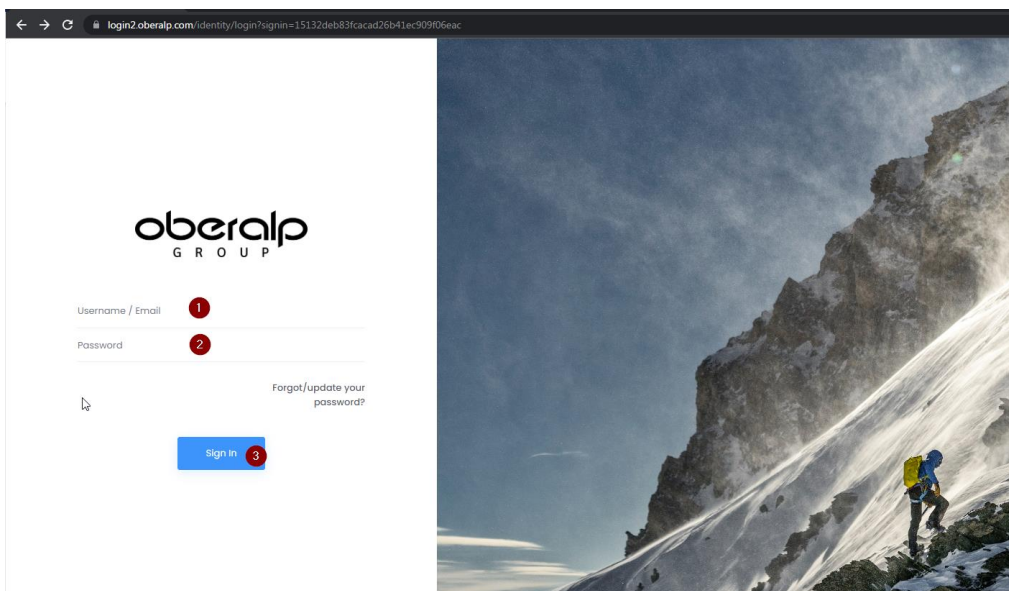
USA and Canada: <https://www.wildcountry.com/en-us/account>

Other Countries: <https://www.wildcountry.com/account>

Please make sure to provide the correct address since that is where your replacement product will be shipped.

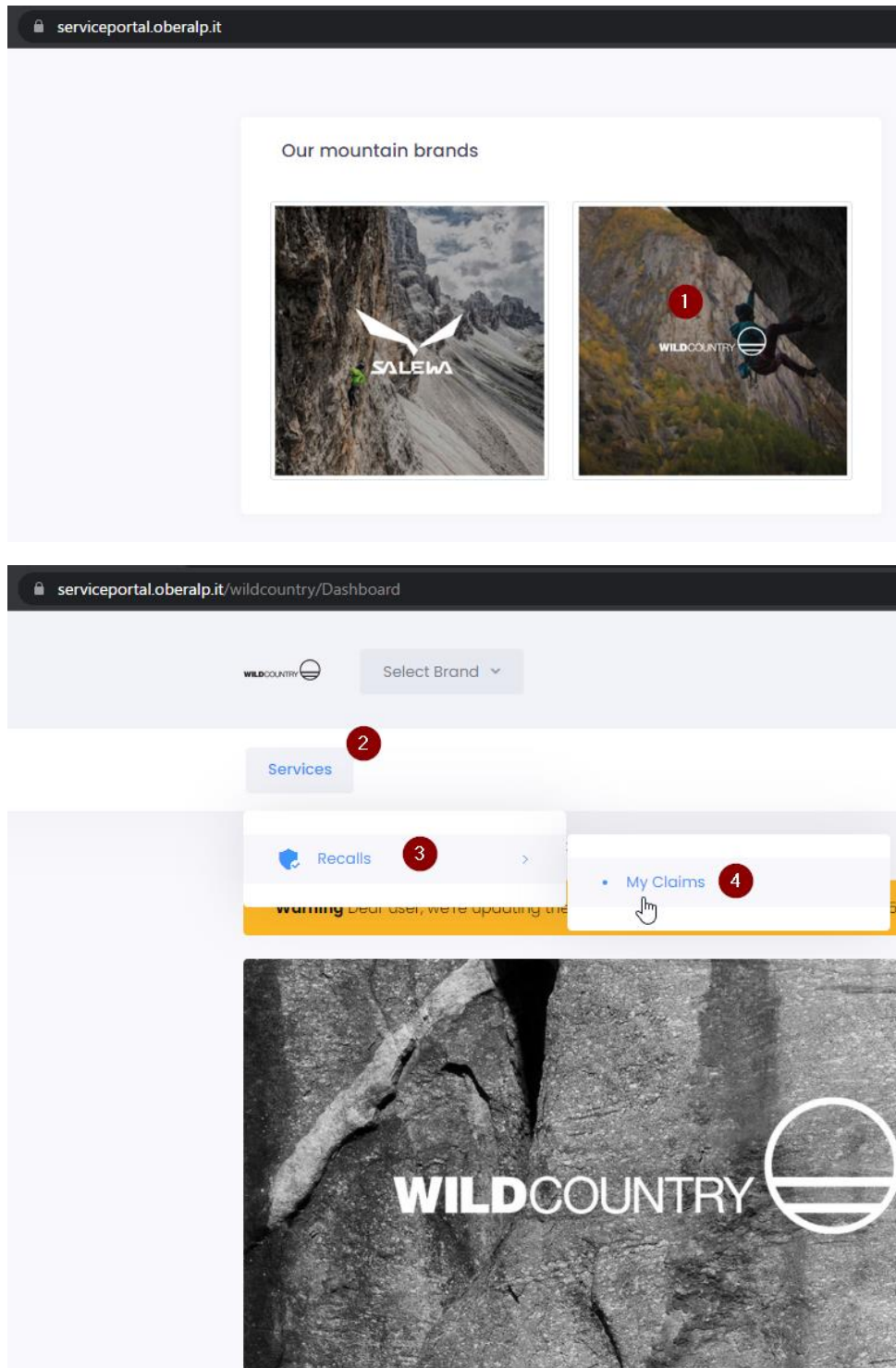
Step 2:

Once you have a valid account, please go to [Service Portal](#) and login with credentials you just received in Step 1.



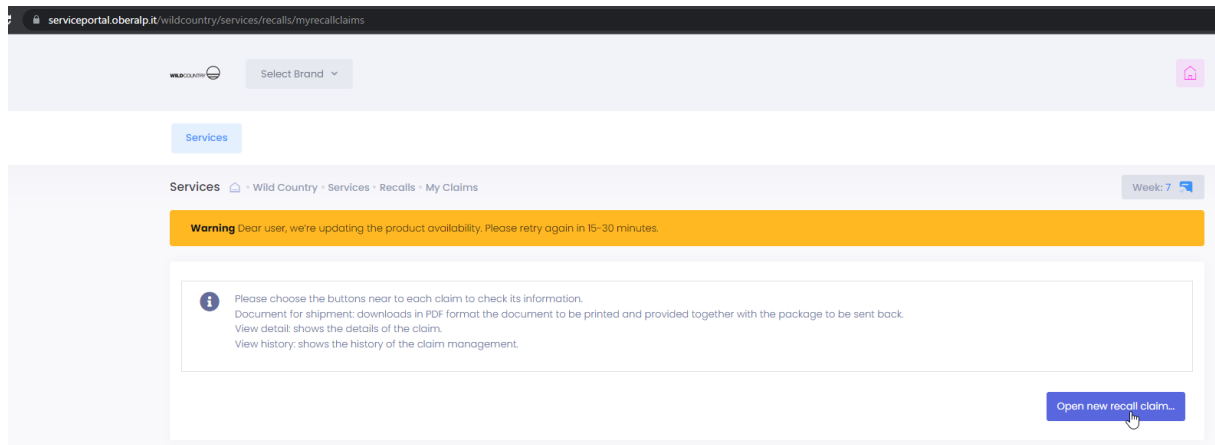
Step 3:

After the successful login, please click on Wild Country and then go to Services > Recalls > My Claims.

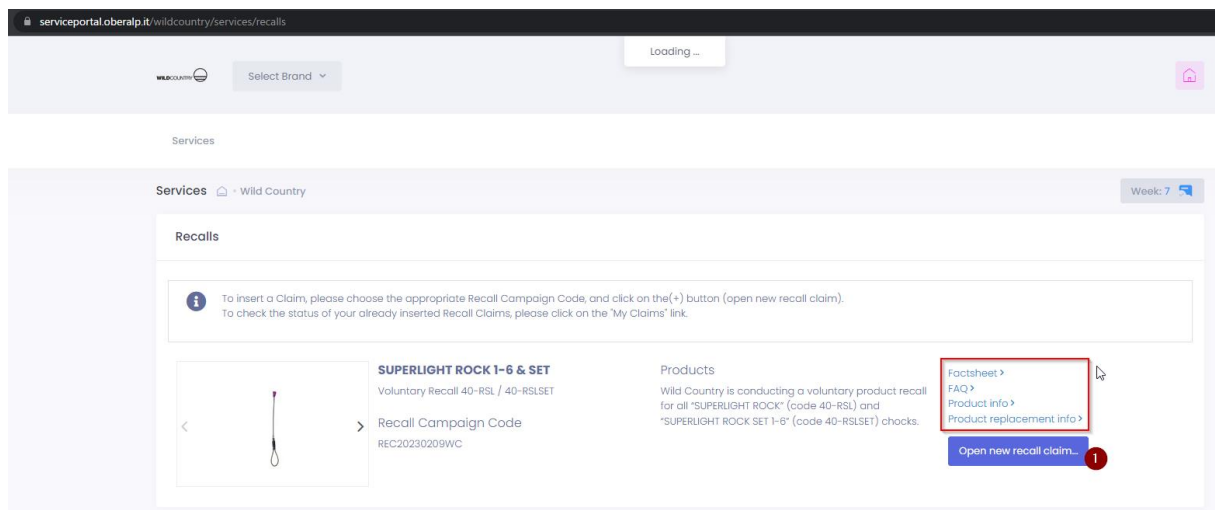


Step 4:

Click on “Open new recall claim...”



You are now on the page where you can select the product to return and request a replacement by clicking on “Open new recall claim”. Here you can also find all relevant information like the Safety Notice document, the FAQ, and all information about the recalled products.



Step 5:

1. In the left column, select the product, color, and size, you are returning to us. If you are unsure what product code and color to select, please review the recall documents.
2. In the middle column, specify the quantity of the products you are returning.
3. In the right column, select the product, color, and size of the replacement model you would like to receive.
4. Once you are done with the selection, click on “Submit claim”.



Create new recall claim



For each item you are returning, please include the number and replacement product of your choice. Some replacement products may incur an additional charge. In this case, the total for your choice will be displayed at the bottom of the page. After receiving your return, you will be asked to pay the specified amount.

At the bottom of the page you will see the gift that we will give you as reimbursement of your postage costs. Please add comments if you want to provide special information about the returned products and then click "Submit claim".

+ Add

Returned product 1	Quantity 2	Product replacement 3
Product [40-RSL] SUPERLIGHT ROCK	Quantity 1	Product [40-RWA] ROCK Size 1 Purple
Color 0999 - PURPLE		Color 0999 - UNI
Size 1		Size 1
		 Available

Notes:


Submit claim 4

If you need to return more than one product, click on the "+ Add" button.


After you have entered all of the products you wish to return, please review to ensure that the quantities and replacement product are correct.

Step 6:

Once your claim was successfully submitted, please print the shipment labels that we are providing for you:

WILDCOUNTRY  Select Brand ▾

Services

Services  Wild Country

Confirm Thank you!

For having submitted your claim N. **REC20230215CRG5K**

PLEASE STOP USING THE AFFECTED ARTICLE IMMEDIATELY!

We apologise for any inconvenience caused by these measures. Your safety is our highest priority, and so we ask for your understanding.

[Click here to print your shipment document](#) 1

Orders Products info Resources **Services** Search product

Services Salewa Services Recalls My Claims Week: 47

i Please choose the buttons near to each claim to check its information.
 Document for shipment: downloads in PDF format the document to be printed and provided together with the package to be sent back.
 View detail: shows the details of the claim.
 View history: shows the history of the claim management.

Recall claim code	Creation date	Status	Recall center	Document for shipment 2
REC20221121Q56DD	11/21/2022 10:17 AM	Assigned	Salewa 14950 FAA Blvd, Suite 100 76155 Fort Worth US	View detail View history

Step 7:

Also print the PDF located in Documents for Shipment. In this file, you will find all the information and instructions on how to prepare and ship the package.

Step 8:

We will send a confirmation email when we receive your return and when we have shipped your replacement product.

THANK YOU!