



POLICY ON FOOTWEAR OUTSOLE DELAMINATION

Athletically-built footwear with outsoles cemented to the uppers is known to suffer from sole delamination. While delamination is closely associated with humidity, there are no defined humidity levels, temperatures, duration of exposure that can cause the glue to breakdown. Other factors that can cause delamination are storage in undesirable conditions, and lack of care and maintenance of the footwear. For example, storing footwear without completely drying them may be an aggravating factor.

From our experience, outsoles of footwear from the same production batch may delaminate at different times, and a large proportion does not suffer from this problem at all.

As we are unable to determine the exact parameters that can result in delamination, and are unable to prevent this from happening, our warranty does not cover delamination of the footwear. However, we will, within 30 days from date of purchase (proof of purchase is required) :

1. Provide cementing services if delamination occurs.
2. Allow for full refund, or a 1-to-1 exchange, if delamination is found before the boots is used, ie. in brand new condition.

Other than the above 2 conditions which we will rectify the footwear, customers are advised to send the footwear to a reputable cobbler for sole re-attachment at their own costs.

We would like to assure you that over the years, only a very small percentage of our footwear suffer from delamination. Deferring opinions are welcomed.

Lee Kok Tong
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Disclaimer : This statement is not backed by any scientific studies.

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