

Warranty, operating rules and recommendations for footwear sold by UAB "Dianos linija".

Rules for using footwear:

1. It is necessary to choose footwear according to the shape and size of your foot, so that the foot is not compressed or too loose.
2. When shoeing, it is necessary to use shoe spoons so as not to tear the material or threads of the heel.
3. It is necessary to impregnate new shoes in order to protect them from external influences. In humid weather, it is advisable to impregnate several times a week.
4. It is necessary to clean natural leather shoes only with special means: a wet napkin or a cleaning balm. Do not wash with water.
5. Natural leather shoes should be protected from rain and not worn when wet.
6. Make sure that your shoes do not get wet and that your feet do not sweat in them. Even well-maintained footwear can get wet from rain or melting snow, so in such weather it is best to wear shoes with the "Waterproof" mark.
7. Footwear marked with Waterproof and Water Resistant marks must be regularly impregnated. In this way, it will maintain water resistance, which is guaranteed by the technological solutions used.
8. It is advisable to dry the footwear at room temperature. Do not dry the leather near an open fire, radiator or stove, as the leather will become dry, hard and brittle.
9. Shoes made of natural suede and nubuck should be cared for with special products.
10. Lacquered footwear is worn at temperatures not lower than -5 degrees of frost.
11. Lacquered leather and light-colored footwear may change color if care products are not used for this purpose.
12. We do not recommend washing footwear made of rubber (or rubber-based) in a washing machine. Such footwear should not be stored in high heat or direct sunlight. Do not dry the shoes near the radiator, do not use other drying devices - exposed to high temperatures, such footwear may deform (change in size).
13. Do not wear textile footwear in rainy weather. Do not dry wet footwear near a radiator or use other drying devices - exposed to high temperatures, such footwear may fade or change color.
14. We do not recommend washing the footwear in a washing machine and/or by hand - this may damage the footwear.
15. After purchasing leather-soled footwear, it is advisable to immediately contact a cobbler who can attach a high-quality tread. The protector allows you to wear the footwear 3-4 times longer, it becomes more durable. If the leather sole is not protected, it can get scratched and wear out faster. Violations of this type are not considered defects.
16. Protect footwear from sharp objects that can damage the surface of the shoes, as well as from chemical products, acids, solvents, etc.

Warranty:

We provide a 2-year warranty for the product/product purchased in our online store.

We always replace low-quality goods with high-quality ones, or refund money or repair at our own expense, as provided for in Article 6.363 of the Civil Code of the Republic of Lithuania.

Conditions under which the warranty becomes inapplicable or invalid:

- If the above-mentioned rules of use are not observed, the footwear was worn in inappropriate conditions, the seller is not responsible for the defects;
- discoloration of the product or some components after long-term exposure to strong environmental factors (sun or other strong heat sources, humidity, rain, snow, etc.);
- manipulation, repair or modification by third parties, including painting of the product.
- damage to the product caused voluntarily or accidentally by mechanical shocks, tearing, breaking, hitting, scratching, etc., as well as by pets, rodents and other pests;
- improper maintenance (cleaning using improper methods or products).
- the warranty is not provided for replacement finishing details, bolsters, pads, etc. that require minor repairs.

The following are not considered manufacturing defects and are therefore not covered by the warranty:

- characteristics of natural leather: edges, small color differences, characteristic marks and irregularities. – minor irregularities and defects in parts of products or handmade products.
- leather that has been waxed and polished by hand: in this case, the leather continues to "wear" naturally.

As provided by Article 6.363 of the CC of the Republic of Lithuania:

"If defects in the item appear during the warranty period, the buyer has the right to contact the seller and demand free removal of the item's defects no later than three months from the day he noticed the defects of the purchased item, i.e. repair the item or refund;

- 1) replace an item of unsuitable quality with an item of suitable quality free of charge;
- 2) reduce the price of the purchased item;
- 3) unilaterally terminate the contract and demand the return of the paid price.

All these above requirements are alternative and the buyer has the right to choose any of them. However, it should be noted that the buyer does not have the right to terminate the contract with the seller and demand the return of the money paid, if the lack of the item is minor (Article 6.363 d. 8 of the Civil Code)."

When deciding whether the lack of an item is minor, it must be assessed whether the item's deficiency can be eliminated.

IMPORTANT:

- violations such as: worn out heels, wear and tear of footwear or defects caused by neglecting the rules of footwear care, as well as minor defects that do not affect the wearing of footwear, are considered minor defects.

- Shoes cannot be exchanged or money refunded if the shoes have been worn for some time and the size, model or shoes did not suit you.

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