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UGGYS
GENUINE

THINGS YOU NEED TO KNOW ABOUT YOUR PURCHASE

Congratulations on your UGGYS GENUINE purchase! You now own a premium product, proudly made in Australia. The real deal!

To guarantee 100% customer satisfaction, we would like to point out some important information to help you care for your items and make them last longer. Please read this card carefully to ensure your new UGGYS are covered by our unique 12 month warranty.

- 1. Quality assured:** All our products come with a generous 12 month warranty on labour and material faults. Please note normal wear & tear is not covered by our warranty. We recommend choosing UGGYS GENUINE boots with toe caps for better protection in the toe area. For longer lasting UGGYS keep those toenails short!
- 2. Changed your mind?** Need a different size or colour? No problem! We are happy to exchange or refund your money within 30 days from the day of purchase, provided they are not a custom order item, have not been worn (only tried on carpet), the upper sections are free of marks & they haven't been coated with our protection spray or washed. Please note if you have worn them for longer than a few minutes, we won't be able to exchange or refund your boots.
- 3. The perfect fit:** Should you be buying UGGYS for yourself or as a present, please keep in mind the fit of an UGG boot is very different to conventional shoes. GENUINE Merino Sheepskin will mould around your foot and stretch after 3-7 days of wear. The initial fit has to be snug, which means your toe has to be right at the end of the boot, yet still comfortable. If your longest toe is cramped, please return the item for an exchange before use.
- 4. Custom orders:** UGGYS GENUINE offers a large variety of styles and colours, however we are unable to stock them all. Should you choose to purchase boots outside the standard colour range (Sand, Chestnut, Chocolate and Black), your boots will be specially made for you. Please note, sheepskin is a natural product and each skin will respond differently to the dyeing process. Therefore, the colour of your custom order boots may vary slightly from our display boots. There is no exchange or refund on custom order boots, so please be sure you want them and the size is correct before you place an order.
- 5. All UGG boot sheepskin skins are dyed.** Darker colours like black can lead to dye rubbing off on your skin. This is normal and will wear off after a short period of time. If you wish to exchange your black boots for another colour we are more than happy to accommodate this in any of our stores as long as it's within 30 days from the day of purchase. Once the item has been worn you won't be able to exchange or refund unless faulty.
- 6. Size chart:** Please remember UGGYS GENUINE universal shoe sizes may be different to charts/shoe sizes in other countries. For more information refer to our chart online at www.UGGYS.com.au
- 7. Protect your boots!** Sheepskin marks, stretches and loses its shape and colour. Therefore we highly recommend purchasing our protection spray specifically designed

for sheepskin and suggest you coat your boots before use. If UGG boots are treated with Scotchguard, Suede spray or something similar, the natural breathing of the wool will stop immediately, resulting in odour & accelerated deterioration of the material. Care Instructions: Shake well before use until the powder at the bottom of the bottle dissolves. Spray until every part of the upper is damp. Leave to dry – not in direct light. Apply every 6-12 months. For **NAPPA Leather finish:** UGGYS Leather/Bees Wax to be used on the upper to avoid cracking in the material.

- 8. After care:** Your UGGYS GENUINE UGG Boots can be washed in the washing machine (expect styles with an Outdoor Sole – Handwash only) provided you use the UGGYS GENUINE sheepskin shampoo and follow the exact laundry instructions.

General Information: If you registered your details with us you are now an UGGYS GENUINE VIP Club member. With every \$400.00 you spend you will receive a \$20.00 cash discount off your next purchase... no cards required. As you have already shopped with us, we have your spending tracked in our system therefore your accumulated spending automatically counts towards your loyalty discount.

5 great benefits of the UGGYS GENUINE VIP Club:

- 1.** \$20.00 Discount off next purchase after \$400.00 Accumulated Spend with UGGYS GENUINE
- 2.** Exclusive invites for special UGGYS GENUINE members only events
- 3.** Member only specials and first notifications of sales exclusively via email (we need your email address)!
- 4.** FREE Birthday Gift
- 5.** Accumulated UGGYS GENUINE points never expire

For our online customers please contact Customer Care on +61 8 9203 7744 to redeem your points.

Buying for someone overseas? Let us take away the hassle of posting your items - anywhere in the world! Express courier (Delivery 2-3 days), trackable service and insurance all inclusive. Available in all our stores. For more information, please talk to one of our friendly staff or visit www.UGGYS.com.au.

Tourist or overseas traveller? Claim back 10% GST on purchases worth over \$300! If you're leaving the country within 30 days of making your purchase, ask our friendly staff for a consolidated invoice and more information. To be able to provide you with a consolidated invoice, you will need to provide your details with every purchase in any of our stores.

Gift wrapping: For Mother's Day, Father's Day and Christmas we'll gift wrap all your purchased items for FREE. This gift wrapping service is available from one month prior to the date of the special event (Australian events only). So, are we on your gift shopping list?

For more information please visit www.UGGYS.com.au