

# PARLANTI USA

## WARRANTY POLICY

### WHAT IS COVERED

- Broken Zippers (under 6 months from purchase)
- Broken Spur Rests (under 6 months from purchase)
- Spotted Leather (under 6 months from purchase)
- Boot/Sole Separation (under 6 months from purchase)

### WHAT IS NOT COVERED:

- Broken Zippers (over 6 months from purchase)
- Broken Spur Rests (over 6 months from purchase)
- Spotted Leather (over 6 months from purchase)
- Boot/Sole Separation (over 6 months from purchase)
- Boots that have been Misused or Mistreated
- Holes in the Leather from Riding/Mistreatment
- Boot Discolorations
  - Stretching of Boot Leather
  - Tears, Rips, or Damages
- Boots Purchased from Outside of the US/Canada
- Boots purchased from Ebay, Amazon, etc.

Upon receiving the boots, our staff will analyze if the boots fall into the “warranty protected” category based upon the damages and paperwork that have been sent to us. Any fraudulent claims may result in refusal of service and/or legal consequences.

We reserve the right to refuse warranty issues for any reason.

# **BOOT WARRANTY FORM**

**CUSTOMER NAME:** \_\_\_\_\_

**PHONE:** \_\_\_\_\_

**DELIVERY ADDRESS:** \_\_\_\_\_  
\_\_\_\_\_

**BOOT SIZE:** \_\_\_\_\_ (EXAMPLE: 39 MH+)

**BOOT STYLE:** \_\_\_\_\_ (EXAMPLE: DENVER, MIAMI, CUSTOM, ETC)

**PURCHASED FROM:** \_\_\_\_\_

**PURCHASE DATE:** \_\_\_\_\_

**DESCRIPTION OF THE ISSUE:** (EXAMPLE: RIGHT BOOT ZIPPER BROKEN)

\_\_\_\_\_  
\_\_\_\_\_

**\*PRINT, FILL OUT THIS FORM, AND SEND THIS FORM WITH YOUR BOOTS\***  
**\*THIS FORM MUST ACCOMPANY A RECEIPT FROM WHERE THEY WERE PURCHASED\***  
(IF THIS FORM IS NOT SENT ALONG WITH YOUR RECEIPT AND YOUR BOOTS, YOUR BOOTS WILL BE IMMEDIATELY  
RETURNED AT YOUR COST)  
**NO EXCEPTIONS.**

# INSTRUCTIONS

- 1) Print & fill out this form completely
- 2) Send the completed form along with your boots to:

**PASSIONEQ**  
**ATTN: WARRANTIES**  
**11101 S Crown Way Suite 8**  
**WELLINGTON, FL 33414**

## EXPECTED DELIVERY TIMES:

Boot Repair: 1-3 Weeks

## EXPECTED COST:

FREE. You must only incur costs of shipping to us.

## SHIPPING

We send FedEx Ground ONLY.  
Expedited shipments will be at your cost.

## Contact Information

Website: [www.passioneq.com](http://www.passioneq.com)  
Email: [info@parlantius.com](mailto:info@parlantius.com)  
Phone: (561) 727-4685

## TERMS & CONDITIONS

PassioneQ holds no responsibility for lost shipments sent by the recipient, as the fault lies with the shipment carrier. In the event the above form is not filled out in its entirety, filled out with false information, or is not attached to the corresponding receipt of original purchase, we reserve the right to immediately return the boot(s) back to the recipient, without warning, at the cost of the sender. We do not ship any items to PO Boxes, or anywhere an indirect or direct signature cannot possibly be obtained from our mail carrier. In the event the boots cannot physically be repaired, we will ship the boots back to the customer on our account. Replacement boots covered by our warranty will be shipped instantly if we have the item in stock. If we do not have the replacement boots in stock, it could take up to 30 business days to receive the replacement. No replacements will be sent without the defective boots being in our physical presence. Upon receiving an item, we do not alert the customer to notify them we have received their shipments. We will merely process the item, call to verify price and/or address when the item is ready to ship. We reserve the right to refuse all service

for any reason, and to return the items back to the customer, without repair, or replacement.