

WARRANTY

What's covered?

VORAN branded footwear products are warranted against defects in workmanship and materials. If within 6 months of purchase, a defect occurs in a VORAN branded footwear product as the result of normal use, MAINCAL S.A will exchange the product or refund the product.

Product failures caused by excessive or abusive wear conditions do not qualify for exchange or purchase credit. This warranty is available only to the original purchaser and is not transferable. No adjustment will be given without the original receipt of purchase. You must return your footwear to the dealer from which the footwear was purchased.

Definition of a defective product:

A Defective Product is an imperfection in a product that has a manufacturing or design defect or materials issues.

What's not covered?

The following are NOT covered by the guarantee:

1. Fraying due to abuse
2. Deterioration as a result of water abuse
3. Color fade
4. Cuts, scratches, burns, etc.
5. Damage caused by negligence, misuse or alteration of products
6. Fit, Blisters, Comfort
7. Worn stitching, worn soles or frayed components due to normal wear
8. Damage that is a result from misuse, normal wear and tear or damage occurred during storage
9. Broken or damaged laces, lace retention devices
10. Product acquired from aftermarket sources such as online auction sites, liquidators, consignment shops, private sellers and salesman samples
11. Improper fit. Fit is the responsibility of the owner and should be assured within return window
12. Comfort issues

Time for processing.

After receiving the product, a two-week processing period is considered.