



Care tips for riding boots/riding shoes!

To make sure you're enjoying your riding boots or shoes for as many years as possible, we have some care tips that are important to follow:

- Always use **shoe polish**, in a suitable color. Avoid glycerin soap or leather conditioner when polishing. For everyday cleaning, wipe the riding boots/shoes of with a damp cloth. Do not use hard brushes and insert shoe blocks or boot trees to ensure that the boots retain their original shape.
- When cleaning **suede** riding boots/shoes, they must first be completely dry. Brush off dirt and dust regularly with a soft brush. On stains you can use a special suede brush. Stir the brush in gentle, circular motions over the stain. Do not rub back and forth as there may be ugly tears in the suede. Use a suede sponge if you want to clean thoroughly. Impregnate the suede with a good quality spray and do not spray too close to the boot.
- Store your riding boots/shoes in a dry environment as moisture will damage the boots.
- If the riding boots/shoes have become damp, dry them at room temperature with shoe blocks or newspaper. Do not use shoe/boot dryer with hot air.
- It is important that you pull the zipper, completely straight, all the way down when putting your riding boots/shoes on and off. Clean the zipper from gravel and clay with a soft brush. Feel free to use zipper spray for lubrication.
- For riding boots with a grip, do not use any care products directly on the grip since the grip will disappear.

Complaint

Defects that appear within 6 months from the date of purchase can be manufacturing defects unless the seller proves otherwise. After 6 months, the burden of proof shifts to the buyer, who must then prove that the defect already existed at the time of purchase. It does not count as a defect in the product if it has deteriorated due to an accident, abnormal use or poor care. Any complaint must be made within a reasonable time (2 months is considered reasonable) and a valid receipt or bank statement must be presented. If you want to complain about your riding boots/shoes, you start by sending us a descriptive email with pictures.

If it is found that the complaint is valid, Hogsta Ridsport will compensate you by:

- In the first instance, we will contact the supplier to remedy the defect.
- Secondly, try to find a replacement item.
- Third, give you a reasonable compensation through price reduction.

In the event of complaints, Hogsta Ridsport will follow the Swedish National Board for Consumer Disputes (ARN) guidelines.

Remember

If you want to return a pair of riding boots/shoes to us for repairing, they must be **well cleaned from gravel and dirt**. The sole must also be clean since the riding boots/shoes are handled in an office.

Contact Us

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