



# Learn more about the guarantee of your TOTTO products

**We want you to enjoy your TOTTO products to the fullest. That is why we help you by clarifying any doubts regarding the guarantee of your products and our brand's post-purchase support.**

## 1. Warranty Service

1.1. The Product will be evaluated by the Company's internal Quality Department and, in the event of manufacturing damage, the product will be repaired in the first instance. If this is not possible it will be replaced with the same product depending on stock availability or for another item of the same value.

1.2. The Warranty terms apply in accordance with the following Table. However, times may vary depending on the material, marketing strategy, country of sale or special characteristics of the product (e.g., differential warranty, where a backpack has a built-in technological accessory. The backpack may have a 1-year warranty and the technological accessory a 3-month warranty), this information must be consulted on the hang-tag or flap included with the product at the time of purchase, or in each product's data sheet on our website.

LINE	PRODUCT		WARRANTY
BAGS	Backpack, bag, wheeled backpack, college backpack, duffel bags, briefcase, shopping bag	According to product reference	1 to 5 years
	Suitcase	All references	3 years
CANVAS ACCESSORIES	Wallet, multi-use, lunch box, waist pack, travel pack, insert pack, document holder.	All references	1 year
CLOTHING	Shorts, sweater, shirt, t-shirt, Capri, vest, jacket, jeans, pants, sports shorts, polo shirt, sweats, women's shorts, top, dress, Element Block line	All references	1 month
CLOTHING ACCESSORIES	Cap, beanie, hats, belts, scarves, gloves	All references	1 month
SHOES	Shoes	All references	2 months
THIRD-PARTY MANUFACTURED ACCESSORIES	Device holder (specialized), travel accessory (specialized), pillow, padlock, bottle, umbrella, card holder, hydration bag, key ring, perfume, pins.	All references	1 month
	Eyewear	All references	6 months
	Watches (Case and Machinery)	All references	1 year
	Watches (Wristband)	All references	3 months



LINE	PRODUCT	WARRANTY
PETS	Alina Bed, Little Dreams Bed, Big Dreams Bed, Danko Bed, Super Dreams Bed, Marley Pet Carrier, Tribe Teepee, Charlie Teepee, and Journey, Ride, Trip, Jaunts and Trunk covers.	All references 3 years
	Doggy carrier	All references 3 years
	Sherpy, Irina, Otto and Danko beds; portable bed, mint handkerchief, Vitto drinker, Jaso dispenser, walking harness, adjustable collar.	All references 1 year
	Stuffed animals, Lampy poopbag, Warm blanket, rain coat, handkerchiefs, pet toy,	All references 1 month
HOME	Hanging organizers, picnic mat, <b>carpi</b>	All references 10 years
	Multipurpose Wash Bag, Safari and Poka Organizer Bags, Safari Organizer Box, Safari Sleeping Bag, Deski Desk Organizer, Backi Chair Organizer, Boxi Set.	All references 1 year
	Rigid Wash Bag, Washer, Cubbi and Rummi Organizer Boxes, Shoe Holder Organizer, Organizer Board, Camppi Picnic Mat, Safari Blanket and Safari Cushion, School Supplies, Drawer Organizer, Rigid Organizer.	All references 1 month



2. TOTO or Nalsani SAS, waives any warranty liability for damage arising from:

- Misuse or neglect of the product.
- Not following care instructions.
- Mechanical cuts.
- Rips.
- Burns.
- Scratches.
- Pressure marks.
- Kinks.
- Entanglements.
- Wear and tear.
- Stains.
- Blows or excessive forces.
- Exposure to extreme temperatures.
- Contact with acids or solvents.
- Loss of detachable parts.
- Modification or intervention to the original design by staff outside the Nalsani SAS repair and guarantee workshop.
- Damages caused by third parties such as airlines or carriers.
- On expiration of the term established in the Warranty Terms Table.

In any case, the guarantee is valid provided normal conditions of use, use for the intended purpose, and in compliance with all washing recommendations attached to the product. The guarantee is subject to the inspection of the product by the quality department.



# Backpacks Warranty

TOTTO Warranty

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TOTTO backpacks have a guarantee between 1 to 5 years and travel luggage from 1 to 3 years, from the moment of purchase, for any materials defects or manufacturing damage affecting the suitability of the product in its materials, seams or zippers under normal conditions of use. For accessories or complementary (such as electronic systems, solar panel, rain cover, water bag or LED systems) and synthetic materials, the warranty is 3 months.

The guarantee does not apply to mechanical cuts, exposure to extreme temperatures, contact with acids or solvents, stains, wear, and tear, blows, excessive force, loss of detachable parts, abrasion, burns, scratches, damage caused by third parties such as airlines or other carriers, failing to comply with the care instructions, or any modifications or interventions to the original design by persons outside the TOTTO product repair and guarantee workshop.

## Applies

**Material defects:** (Internal coating coming loose or discolored) provided the care instructions attached to the product have been followed.

**Defective zipper:** Applies to zippers that have had normal use and present malfunctions. Does not apply when they have been subjected to excessive tension or force, causing damage to the zipper belt and/or teeth.

**Loose or burst seams:** The easy detachment of threads or seams in the product.

## Does not apply

**Mechanical cuts:** Cuts produced by pointed elements, sharp edges or by entanglement with external elements.

**Improper washing:** It occurs from failure to comply with the care instructions attached to the product. E.g., Do not use detergents with bleach.

**Machine wash or dry cuts:** The product is visibly burnt and/or cut by the friction inside the machine, which also causes the coating to come off.

**Exposure to extreme temperatures:** Burns on the product.

**Wear and tear:** Accidental or continuous contact with abrasive elements or surfaces causes wear or tear of the fibers.

**Damage due to mistreatment by the carrier during travel time:** Blows, cuts, bending, or wear and tear produced during the custody of a carrier such as airlines or other transporters.



**Excessive force:** Misuse of the product, using excessive force on the zipper, puller, or overloading the product.

**Contact with acids or solvents:** It occurs when the product comes into contact with corrosive elements for textile fibers. For instance, battery fluid, brake fluid and high concentration bleaches.

**Modifications to the original design or intervention by third parties outside the company:** Third-party interventions are made with tools and procedures that are not appropriate for the product design and materials, causing damage and shortening product life cycle.

**Stains:** Produced by contact with external elements.

**Loss of detachable parts.**



# Clothing Warranty

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TOTTO Clothing and accessories such as belts, scarves, gloves, caps, beanies, and hats are guaranteed for 1 month from the moment of purchase for possible material or manufacturing defects, under normal conditions of use for their intended purpose.

The guarantee does not apply to wear and tear, mechanical cuts, stains, rips, burns, ink marks, loss of detachable parts or any other damage caused by improper use, accidents, exposure to extreme temperatures, blows, contact with acid or solvent, entanglement, incorrect handling by third parties, modifications or interventions made to the design by persons outside the Totto repair and guarantee workshop.

## Applies

**Lint formation:** Applies as long as the garment has been washed and cared for as indicated on the label. The guarantee does not apply when the product has been washed in a washing machine and mixed with garments of a different color, if washing is required to be done by hand. It also does not apply when the product has been subjected to rubbing with abrasive surfaces against specific parts of the garment.

**Loose or burst seams:** These are due to machine adjustment problems or poor finishing.

**Loose piece:** When the width of the seam is not enough, the piece can come loose from the main seam line.

**Loose part:** E.g., brooches, buttons, rivets, sliders, logos, among others items, that have not been subjected to excessive tension or force.

**Print fading off:** Applies as long as the garment has been washed and cared for as indicated on the label or tag. It does not apply when the print or art (stones, sequins, embroidery) has been subjected to rubbing against abrasive surfaces or when it has been ironed.

**Faulty zippers:** Applies to zippers that have had normal use and present malfunctions. Does not apply when they have been subjected to excessive tension or force, causing damage to the zipper belt and/or teeth.

## Does not apply

**Mechanical cuts:** Cuts produced by pointed elements, sharp edges or by entanglement with external elements, causing damage to the textile.

**Exposure to high temperatures:** It is caused by the failure to follow instructions for washing and, particularly, drying.





Most textiles (wool, cotton, linen, silk, rayon, polyester, among others) are sensitive to washing with hot water and machine drying. This affects the stability of the fibers and can cause shrinkage or enlargement. Drying in the open air is best for garments.

**Contact with acids or solvents:** It occurs when the product comes into contact with corrosive elements for textile fibers. For example, high concentration bleaches, fats, oils, among others. It causes spots and fading of the original color at the point of contact.

**Excessive forces:** Misuse of the product. It can occur due to entanglement with external elements, due to excessive tension or forces, or due to the use of the wrong size.

\*Products classified under clothing guarantee: TOTO clothing and apparel such as belts, scarves, gloves, caps, beanies, hats.

## ELEMENT BLOCK

The Warranty period for Element Block line garments is 1 month for possible material or manufacturing defects, under normal conditions of use for the intended purpose. Warranty terms and conditions of Colombia Clothing Warranty apply. Remember that the useful life of the garments depends on their care and conditions of use, so the guarantee does not apply to products damaged by normal wear or use.

## CONDITIONS.

Changes and returns only apply to products that have NOT been used. In the case of FACE MASKS, for hygiene reasons WE DO NOT ACCEPT changes or returns, except for identified factory defects.

## IMPORTANT

Remember!

Our products are made using fabrics with special finishes to guarantee your protection, therefore, you must:

Avoid direct contact between light and dark colored garments; wash separately or with similar colors and do not store wet; during the washing and drying processes color migration may occur, in which case it is important to follow the care instructions described for each garment.



## Accessories Warranty

For TOTTO accessories made of canvas, such as wallets, lunch boxes, multipurpose bags, inserts, waist packs and traveler packs, the guarantee is 1 year. For synthetic materials the guarantee is 3 months from the moment of purchase. Third-party-manufactured or complementary accessories such as key chains, fragrances, bottles, padlocks, umbrellas, pillows, rain cover, moisturizing bag, and pins have a 1-month guarantee; watches have a 1-year guarantee on machinery and 3 months for the strap; sunglasses are guaranteed for 6 months from the moment of purchase. In all cases, a guarantee applies for possible material or manufacturing defects, provided normal conditions of use for the intended purpose.

The guarantee does not apply to mechanical cuts, exposure to extreme temperatures, contact with acids or solvents, stains, wear, blows, excessive force, pressure, rips, burns, scratches, loss of detachable parts, damage caused by third parties such as airlines or other carriers, modification or intervention of the original design by persons outside the TOTTO repair and guarantee workshop.

### Applies

**Material defects:** (Internal coating coming off or discolored), provided the care instructions attached to the product have been followed.

**Defective zipper:** When the slider does not close the zipper teeth, during normal use.

**Loose or burst seams:** The sudden detachment of threads or seams in the product.

### Does not apply

**Exposure to extreme temperatures:** such as boiling water or exposure to the freezer (unless indicated for the product).

**Variations in shape** due to changes in temperature, exposure of the product to a freezer or microwave oven.

**Cleaning with alcohol-based cleaners or exposure to perfumes and lotions:** Avoid contact with alcohol-based substances. For cleaning, use only microfiber cloths and lens cleaning fluid (alcohol-free).

**Stains due to lack of cleaning:** the exposure of the product to the use of chemical substances such as perfumes, creams and tanning lotions can cause stains if these are not removed in time.

**Dents:** Avoid denting or dropping the product.





**Not following the instructions for water use and water resistance:** Follow the instructions for water resistance. Do not use the product under water.

**Use of fabrics or cloths not suitable for cleaning lenses:** Avoid contact with alcohol-based substances. For cleaning only use microfiber cloths and lens cleaning fluid (alcohol-free).

**Loss of detachable parts.** Not taking care of the product and its accessories can cause them to be lost.

**Excessive forces:** Avoid excessive tension or tangling.

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## Pets Warranty

The TOTTO PETS line has a guarantee between 1 and 3 years from the moment of purchase. In all cases, the guarantee applies for possible material or manufacturing defects, defective zipper and burst or loose seams, under normal conditions of use for the intended purpose, making proper use of the product and carefully following the product care instructions.

Remember that the useful life of the PETS line depends on its care. For this reason, the guarantee does not apply to products damaged by wear and tear, mechanical cuts, bites, stains or fluids, damage caused by third parties, modification or intervention of the original design by persons outside the TOTTO repair and guarantee workshop.

**REMEMBER!** Our products are made with fabrics with special finishes to guarantee comfort and safety for your pets. Therefore, you must follow wash and care instructions.

Below is a brief description of our warranty times for the PETS product line. For more information consult the details in the product description on the local website.

LINE	PRODUCT	WARRANTY
PETS	Alina Bed, Little Dreams Bed, Big Dreams Bed, Danko Bed, Super Dreams Bed, Doggy Carrier, Marley Pet Duffel, Tribu Teepee, Charlie Teepee, and Journey, Ride, Trip, Jaunts and Trunk protectors.	3 years
	Lassie and Sussy Rain Coat, Kerchiefs	1-year
	Pet toy, Stuffed Animals and Poopbag	1 1 Month

This information must be consulted in the details of each product on the local website, on the Hang-tag or flap label attached to the product at the time of purchase.

### Applies

**Material defects:** provided the care instructions attached to the product have been followed.

**Defective zipper:** When the slider does not close the zipper teeth, during normal use.

**Loose or burst seams:** The sudden detachment of threads or seams in the product.

**\*\*Foam materials used in some of our products have a one-year warranty.**



### Does not apply

- Failure to follow care instructions
- Improper handling of the product, uses other than intended or poor storage.
- Natural fade of materials and colors caused by the time of use of the product.
- Deformation of the product due to improper use, loads higher than recommended, pets in the same position for long periods of time, body impression, carelessness or extreme forces on the products.
- Deterioration due to lack of cleaning, product with stains or fluids.
- Moisture, bad smell, color stains or fades onto the mattress fabric.
- Presence of insects or any other type of pest that prevents the handling of the product due to the risk of spreading.
- Wear or tear of fibers, due to contact or accidents with abrasive surfaces
- Contact with acids or solvents that are abrasive for textile fibers. For example, high concentration bleaches, fats, oils, among others. These cause white spots and fading of the original color at the point of contact.



## Home Warranty

The TOTTO HOME line has a guarantee between 1 month and 10 years, from the moment of purchase. In all cases, the guarantee applies for possible material or manufacturing defects, defective zipper and burst or loose seams, under normal conditions of use for the intended purpose, making proper use of the product and carefully following the product care instructions.

Remember that the useful life of the Home line depends on its care. For this reason, the guarantee does not apply to products damaged by wear and tear, mechanical cuts, bites, stains or fluids, damage caused by third parties, modification or intervention of the original design by persons outside the TOTTO repair and guarantee workshop.

Below is a brief description of our warranty times for the HOME product line. For more information consult the details in the product description on the local website.

LINE	PRODUCT	WARRANTY
HOME	Murum Hanging Organizer, Camppi Picnic Mat, Safari Hanging Organizer.	10 years
	Multipurpose Wash Bag, Safari and Poka Organizer Bags, Safari Organizer Box, Safari Sleeping Bag, Deski Desk Organizer, Backi Chair Organizer, Boxi Set.	1 year
	Rigid Wash Bag, Washer, Cubbi and Rummi Organizer Boxes, Shoe Holder Organizer, Organizer Board, Camppi Picnic Mat, Safari Blanket and Safari Cushion, School Supplies, Drawer Organizer, Rigid Organizer.	1 month

This information must be consulted in the details of each product on the local website, on the Hang-tag or flap attached to the product at the time of purchase.

### Applies

**Material defects:** provided the care instructions attached to the product have been followed.

**Defective zipper:** When the slider does not close the zipper teeth, during normal use.

**Loose or burst seams:** The sudden detachment of threads or seams in the product.

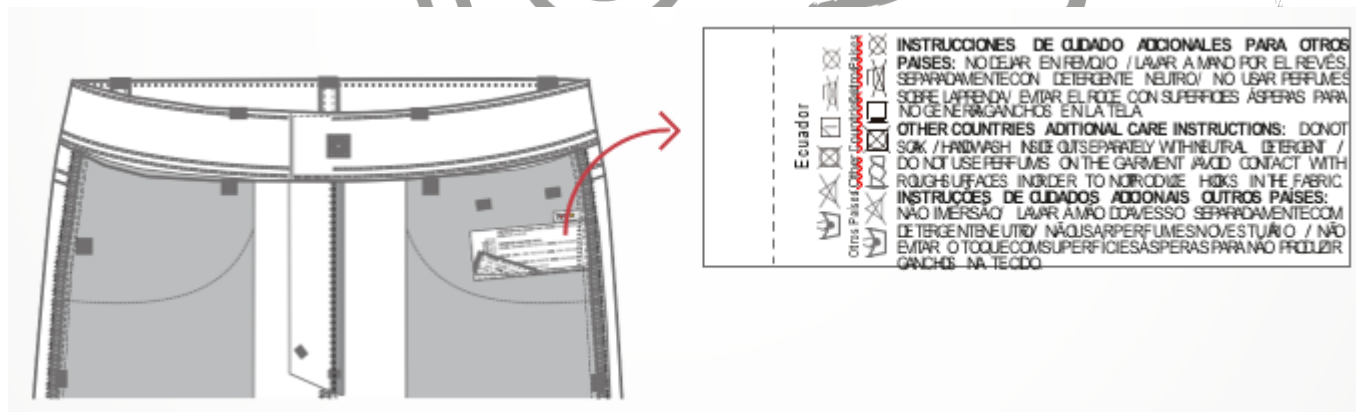


### Does not apply

- Failure to follow care instructions
- Wear or tear of fibers, due to contact or accidents with abrasive surfaces
- Natural fade of materials and colors caused by the time of use of the product.
- Contact with acids or solvents that are abrasive for textile fibers. For example, high concentration bleaches, fats, oils, among others. It causes spots and loss of the original color at the point of contact.
- Cuts from machine washing or drying with evidence of burnt and cut parts due to the friction inside the machine, which also causes the coating to come off.
- Deformation of the product due to misuse by using excessive force overloading the product.
- Deterioration due to lack of cleaning or product with generalized or localized stains.

## PRODUCT CARE MANUAL

Here you will find everything you need to know to care for, wash, clean and keep your products like new. In all your products you will find the corresponding care label attached.





Each label has symbols that show us what care should be applied according to the material. This is a quick guide on the meaning of the symbols.

PROCESS	SYMBOL	ESPAÑOL/SPANISH	INGLÉS/ENGLISH
WASH		NO LAVAR	DO NOT WASH
		LAVAR A MANO	HAND WASH
		LAVADO EN MAQUINA. TEMPERATURA MAXIMA 40 °C. PROCESO NORMAL	MACHINE WASH, MAXIMUM 40°C NORMAL CYCLE
		LAVADO EN MAQUINA. TEMPERATURA MAXIMA 30 °C. PROCESO NORMAL	MACHINE WASH, MAXIMUM 30°C NORMAL CYCLE
		LAVADO EN MAQUINA. TEMPERATURA MAXIMA 30 °C. PROCESO MODERADO	MACHINE WASH, MAXIMUM 30° C, GENTLE CYCLE
WHITENING		NO USAR BLANQUEADOR	DO NOT BLEACH
WRINGING		NO RETORCER	DO NOT WRING





PROCESS	SYMBOL	ESPAÑOL/SPANISH	INGLÉS/ENGLISH
DRYING		SECADO EN TAMBOR O MAQUINA NO PERMITIDO	DO NOT TUMBLE DRY
		SECADO EN TAMBOR O MAQUINA PERMITIDO, A MENOR TEMPERATURA, MÁXIMA DE 50 °C	TUMBLE DRY, LOW HEAT
	Other countries Ecuador 	SECADO POR GOTEO A LA SOMBRA	DRIP DRY IN SHADE
	Other countries Ecuador 	SECADO A LA SOMBRA	DRY IN SHADE
IRONING		NO PLANCHAR	DO NOT IRON
		PLANCHAR SI ES NECESARIO A TEMPERATURA BAJA, MÁXIMO 110 °C.	IRON IF NEEDED, LOW TEMPERATURE
		PLANCHAR SI ES NECESARIO A TEMPERATURA MEDIA, MÁXIMO 150 °C.	IRON IF NEEDED, MEDIUM TEMPERATURE
		PLANCHAR SI ES NECESARIO A TEMPERATURA ALTA, MÁXIMO 200 °C.	IRON IF NEEDED, HIGH TEMPERATURE



PROCESS	SYMBOL	ESPAÑOL/SPANISH	INGLÉS/ENGLISH
DRY CLEANING		NO LAVAR EN SECO	DO NOT DRY CLEAN
		LAVADO (LIMPIEZA) EN SECO PROFESIONAL CON TETRACLOROÉTILENO E HIDROCARBUROS. PROCESO NORMAL	PROFESSIONALLY DRY CLEAN WITH TETRACHLOROETHYLENE
		LAVADO (LIMPIEZA) EN SECO PROFESIONAL CON TETRACLOROÉTILENO E HIDROCARBUROS. PROCESO MODERADO.	PROFESSIONALLY DRY CLEAN WITH TETRACHLOROETHYLENE. GENTLE CYCLE

CARE FOR CLOTHING



Additional Garment Care Tips:

- » Do not leave any garment soaking (soapy water or just water). Do not use chlorinated detergents or fabric softeners.
- » Avoid contact with oil and/or grease.
- » If the garment has a print and/or appliqué with stones, sequins, studs, etc., do not iron any of these elements.
- » For upper body garments such as tops, sweaters, jackets, shirts, scarves, t-shirts. Do not put perfume directly on the garment.
- » In delicate garments such as tops, light jumpsuits, shirts and/or scarves, avoid rubbing against rough surfaces or with accessories (necklaces/earrings) so as not to pull out loops in the fabric.








For jeans

- » Jeans are subjected to specialized color and washing techniques; therefore, they can release color pigments during the first washes and even constantly. It is recommended not to use them during the first wears with lighter clothes.
- » Wear as many times as possible before washing.
- » Turn them inside out before each wash.

For caps:

Wash and/or remove sweat from the band after use to avoid fading and dry in the shade following washing instructions. When washing, make sure to remove all excess soap by hand and plenty of water to avoid stains and fading of the textile material.



PROCESS	SYMBOL	ESPAÑOL/SPANISH	INGLÉS/ENGLISH
WASHING INSTRUCTIONS - CAPS		LAVAR A MANO	HAND WASH
		NO USAR BLANQUEADOR	DO NOT BLEACH
		SECADO EN TAMBOR O MAQUINA NO PERMITIDO	DO NOT TUMBLE DRY
	Other countries Ecuador  	SECADO POR GOTEO A LA SOMBRA	DRIP DRY IN SHADE
		NO PLANCHAR	DO NOT IRON
		NO LAVAR EN SECO	DO NOT DRY CLEAN
<b>ADDITIONAL CARE INSTRUCTIONS FOR OTHER COUNTRIES:</b> Do not soak / Hand wash separately with neutral detergent / Wash the accessory according to these care instructions to remove perspiration.			



## CARE FOR BACKPACKS AND SEWN ACCESSORIES



1. Avoid exceeding the volume capacity of the product or storing items that exceed its dimensions, such as folders or rulers.



2. Avoid carrying sharp or pointy items that can pierce or tear the internal material of products such as lunch boxes, bags or backpacks, among others; it is recommended to pack forks or knives in such a way that they do not become entangled with the inner part of the product.



3. Denim is a fabric used to make clothes, backpacks and bags. Due to the nature of the dyeing of the fibers, these products present wet and dry color migration. It is recommended not to use with light-colored items during the first lays, as they may become contaminated.



4. During trips in urban transport, your backpack or bag will be in contact with zippers, Velcro, other people's sliders, which can cause wear or entanglement. The product can also be trapped by the doors of the bus or subway when trying to get on it if it is very full. It is recommended to use the product in front, to avoid any damage, protect our personal belongings and allow other people to pass through.



5.

6. When you arrive at your destination, avoid placing the product directly on the floor, to avoid wear.



7. It is recommended to use a rain cover when traveling by motorcycle, bicycle or during long days of outdoor exposure.



8. The maximum recommended weight for children between 4 to 14 is 10% of their body weight, and for over 15 years, it is 15%. Avoid carrying excess weight in the backpack. For example, if a child weighs 30 kg, they should not carry more than 3 kg of weight in their backpack.





## CARE FOR BACKPACKS, DUFFEL BAGS, WHEELED BRIEFCASES AND TRAVEL SUITCASES



1. The purpose of the telescoping handle (wheel systems) is to carry the product on the ground. The canvas handle located next to the wheel system must be used to lift the product when encountering obstacles such as stairs, holes, stones or sidewalks.

**CORRECT USE**



**INCORRECT USE**



2. The product is designed to be used on flat surfaces (tile floors, smooth pavements, smooth cement floors), rough terrain surfaces deteriorate the tires and the base.

**CORRECT USE**



**INCORRECT USE**





3. Avoid blows, falls, tensions or forces that may bend or break parts such as the telescoping handle, wheels, zippers, sliders, padlocks, among other items, or the product in general.

It is recommended to refrain from standing on the wheel assembly.



4. Belts and shoulder straps must be stored on the rear side, whenever the product moves on the ground surface, since, if they are loose, they can get entangled with the wheels and suffer wear. (For products with straps).

**CORRECT USE**



**INCORRECT USE**



5. Carry out periodic maintenance on the wheels, lubricating the axis of rotation and removing debris trapped in the axes, to prevent them from getting stuck.

6. In the same way, it is recommended to lubricate the telescoping handle internally, to create a liquid-repellent layer. If the telescoping handle comes into contact with any liquid, it is recommended to dry it as quickly as possible to avoid oxidation.

7. When you travel and you must leave your suitcase in custody of the transporter, we recommend keeping photographic evidence of the condition of the product. This will be useful in case of filing any claims for damages or mistreatment suffered during the trip.





## CARE RECOMMENDATIONS FOR BOTTLES



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Here you will find the basic care for the use and conservation of your products and for avoiding any damage to it.

1. This product is not designed to be used with hot drinks. \_\_\_\_\_



2. It is not suitable for microwave or freezer. \_\_\_\_\_



3. Refrain from using bleach, chlorine, abrasive cleaners, or harsh chemicals. \_\_\_\_\_



4. Avoid hitting the product or dropping it. \_\_\_\_\_



5. Transport the bottle in a safe place; prevent it from suffering excessive pressure. \_\_\_\_\_



6. Clean the bottle after use. Do not store the bottle with excess liquid for a long time. \_\_\_\_\_

### ► Only for bottles with special lids (lid with buttons, small mouthpiece and/or liquid control)

- Be sure to close and lock the lid.
- Do not use your bottle for drinks with excess pulp or lumps, nor for carbonated drinks.

### ► Only for bottles with a screw-type dispenser

- Be sure to close and lock the cap.
- Avoid using carbonated drinks.
- Before starting your day, make sure that the cap is closed correctly.
- Do not remove the gaskets. Only do so when necessary, avoid removing them through force.

### ► For bottles with a pressure cap

- Be sure to close and lock the cap.
- Do not use your bottle for thick drinks or drinks with excess pulp and lumps.
- Avoid using carbonated drinks.



## CLEANING RECOMMENDATIONS FOR BOTTLES



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Here you will find the basic steps for cleaning your bottle.

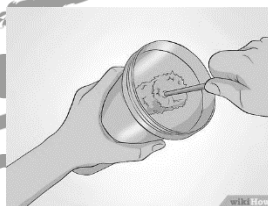
1. Disassemble the bottle.



2. Apply water to the inside of the cap and the liquid container.



3. Clean the body of the bottle with a soft brush (nylon bristles), warm water, a little liquid or neutral soap without chlorine and without degreaser.



4. Let the cap sit in warm water for 10 minutes. The water should have soapy solution or a touch of soap.



5. Dry the bottle by leaving it upside down. Do not store it with liquids inside and closed. Remember to assemble the bottle once it is dry and clean.





## CARE RECOMMENDATIONS FOR WATCHES



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Here you will find the basic care for the use and conservation of our products. Failing to observe these instructions can damage the product.



Avoid bumps or falls, these can fracture the glass and the case.



Avoid performing high-risk activities that could entangle the wristband with other surfaces or expose the product to scratches.



Refrain from using perfumes, creams, sunscreens, bleaches, chlorine, abrasive or strong chemicals that alter the product. If exposed, remove and clean in the shortest time possible. The combination of these agents with sunlight deteriorates the color and quality of the wristband and case.



Follow the water resistance instructions.



Remember to change the battery in professional shops. Check the case assembly to avoid leaks.



Avoid exposing the watch to magnetic fields.



Avoid exposure to sudden temperature changes or extremely low or high temperatures.

### WATER RESISTANCE



The concept of water resistance in the watch line is an issue that is often confusing to the end user, and misunderstanding it can cause the watch to be damaged. In our products you can see the markings, 3 ATM, 10-ATM, etc. This pressure is the static pressure (without movement), at which our products have been tested, but not the actual depth in water. This does not mean that you can use these products at that depth (pressure) since in motion (diving-swimming), the pressure increases.




If the product does not specify the words WATER RESISTANT, it only supports accidental splashes and not extended exposures such as hand washing. The following table shows the resistance of each type of product.

If you changed the battery, you should check that the product has been closed correctly. If closure is not carried out correctly, the water tightness may fail and cause water to leak inside.

Remember that for wristbands that have a PU Polyurethane base, prolonged exposure to water can cause early deterioration of the wristband.

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<ul style="list-style-type: none"><li>• Accidental splashes</li><li>• Hand Washing</li><li>• <i>Accidental splash</i></li><li>• <i>Hand washing</i></li></ul> 	<ul style="list-style-type: none"><li>• Shower or Bath</li><li>• Fishing</li><li>• <i>Shower</i></li><li>• <i>Fishing</i></li></ul> 	<ul style="list-style-type: none"><li>• Swimming</li><li>• Water sports</li><li>• <i>Swimming</i></li><li>• <i>Water sports</i></li></ul> 
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3ATM	YES	NO	NO
5ATM	YES	YES	NO
10ATM	YES	YES	YES

## CLEANING



Here you will find the basic steps for cleaning our watches.

Remember that daily sweat, creams, oils, perfumes, dirt and other external substances adhere to the watch causing premature deterioration, changes in its appearance and worn appearance.

It is recommended to clean the watch every 2 months if it is used daily. These instructions only apply to general and basic cleaning. In-depth cleaning should be performed at an appropriate site. Remember

Premature deterioration caused by external agents and lack of cleaning does not apply for the guarantee. Identify the material of the wristband, according to the following examples:



PU POLYURETHANE



PES POLYESTER



SILICONE

**► For silicone, polyester or steel wristband:**

1. Prepare a soapy solution with neutral soap (80% water, 20% soap)
2. Moisten the wristband with the previously prepared solution
  - a. NOTE: In case of excessive dirt, release the wristband from the case (it may require additional tools, if you do not feel able to do so, ask a technician or specialist for help), once the wristband is released, immerse it in the solution and wait a few minutes.
3. With the help of a nylon brush (it can be a toothbrush), rub the product with the solution until the dirt is removed (if necessary, apply more solution).
4. Rinse the wristband with clean water.
5. With a clean (delicate textile) and dry cloth, remove excess moisture and solution.

**► For PU wristband:**

1. Prepare a non-soap solution by swapping the soap for white vinegar (80% water, 20% vinegar).
2. Moisten the wristband with the previously prepared solution
3. Prepare a soapy solution with neutral soap (80% water, 20% soap).
4. Moisten the wristband with the previously prepared solution
5. With the help of a cloth, rub the product with the solution until the dirt is removed (if necessary, apply more solution).
6. Rinse the wristband with clean water.
7. With a clean (delicate textile) and dry cloth, remove excess moisture and solution.
8. Allow to air-dry.

**► CASE – GLASS**

1. With the help of a cloth, rub the product with the solution until the dirt is removed (if necessary, apply more solution).
2. For tight spots, use a cotton Q-tip.
3. With a clean, dry cloth (delicate textile), remove excess moisture and solution, previously moistening the cloth.
4. Allow to air-dry.

**► GENERAL**

1. If you detached the wristband from the case, reassemble the set.
2. For closed areas, use a Q-tip to dry and remove moisture from hard-to-reach areas.
3. With a clean (delicate textile) and dry cloth, remove excess moisture.
4. Allow to air-dry.

**WATCHES WARRANTY**

We have high quality and design products, but we are not exempt from issues or problems arising. That is why we offer a guarantee program valid for 6 months after purchasing the product. The following is an explanation of the conditions of the program.

**► WHAT IS COVERED?:** Factory defects, material defects, transport and operating defects

**► WHAT IS NOT COVERED?:** Natural wear and tear, lack of cleaning, scratches, dents, extreme pressure, stains, temperature wear, intervention of the product during the warranty period, counterfeit product, interchanged parts, and failure to follow the care instructions.

Other conditions can be found in the general warranty schedule.



### RECOMMENDATIONS FOR THE PETS LINE



- Always take into account the dimensions of your pet, to choose the right size and provide better comfort.
- Let the products dry in the open air, and verify that they are completely dry for the safety of your pet.
- Do not wash the foams that come with the removable mats: you will avoid irreparable damage and prolong the useful life of the product.
- Use delicate bristle brushes to remove surface dirt on your products.
- It is recommended to use an odor remover for pets, avoiding the proliferation of mites and unwanted odors.
- We recommend you to constantly clean the product with a damp cloth and pet-friendly products.

### RECOMMENDATIONS FOR THE HOME LINE



- To prolong the useful life of your products, follow the care instructions that you will find with each product.





## CARE RECOMMENDATIONS FOR OILY LEATHER PRODUCTS

► **Characteristics:** Oily leather products are characterized by having a matte finish with a natural appearance. They may present folds, slightly clearer patches, wrinkles, scratches or marks, which is a typical and normal effect of this type of leather.

The leather goods design process makes each product have unique and irregular finishes among several units of the same item.

Oily leather can have open pores and is therefore not waterproof. The use of insulating rain protectors is recommended.



### ► **Cleaning Recommendations:**

Small scratches and abrasion marks on oily leather products tell a story. However, oily and waxed leathers need special care. It is recommended to clean and care for the leather frequently, initially using a soft brush or dry cloth to clean off the dust and smooth out scratches. If required, you can use a damp cloth, avoiding contact with the seams and letting dry quickly.

The market offers a wide variety of oily leather care products (select your option of choice). These products prolong the main characteristics and avoid excessive wear with use. These cleaning agents should not be applied directly to the leather. Misuse of these products can cause stains and deterioration of the leather.

### OILY LEATHER PRODUCT WARRANTY

Our Leather products are manufactured with national leathers with special high-quality finishes. We offer a guarantee program valid for 1 year after purchasing the product. The warranty conditions are explained below.

► **WHAT IS COVERED?:** **Material defects:** provided the instructions described inside the product have been followed.

**Defective zipper:** Applies to zippers that have had normal use and present malfunctions. Does not apply when they have been subjected to excessive tension or force, causing damage to the zipper belt and/or teeth.

**Loose or burst seams:** The sudden detachment of threads or seams in the product.

► **WHAT IS NOT COVERED?:** **Mechanical cuts:** Cuts produced by pointed elements, sharp edges or by entanglement with external elements.

**Misuse or improper use:** Damages resulting from carelessness, customer misuse or lack of maintenance of the products, such as by failing to follow the care instructions attached to the product.

**Natural wear and tear:** normal deterioration due to the use of the product.



**Exposure to extreme temperatures:** Burns on the product.

**Wear and tear:** Accidental or continuous contact with abrasive elements or surfaces causes wear or tear of the fibers.

**Damage due to mistreatment by the carrier during travel time:** Blows, cuts, bending, or wear and tear produced during the custody of a carrier such as airlines or other transporters.

**Excessive force:** Misuse of the product, using excessive force on the zipper, puller, or overloading the product.

**Stains from contact with acids or solvents:** It occurs when the product comes into contact with corrosive elements for textile fibers. For instance, battery fluid, brake fluid and high concentration bleaches.

**Modifications to the original design or intervention by third parties outside the company:** Third-party interventions are made with tools and procedures that are not appropriate for the product design and materials, causing damage and shortening product life cycle.

**Expired Warranty:** The warranty does not cover those requests made after the warranty coverage period has expired.

**Loss of detachable parts.**

**Stains or discoloration:** from contact with water