

Recall Procedure Wild Country Ropeman 1 for End Consumers

Step 1:

In order to proceed with the recall, you need a valid account on <https://www.wildcountry.com/>. If you have one, please login:



If you don't have one, you can easily create a new account here:

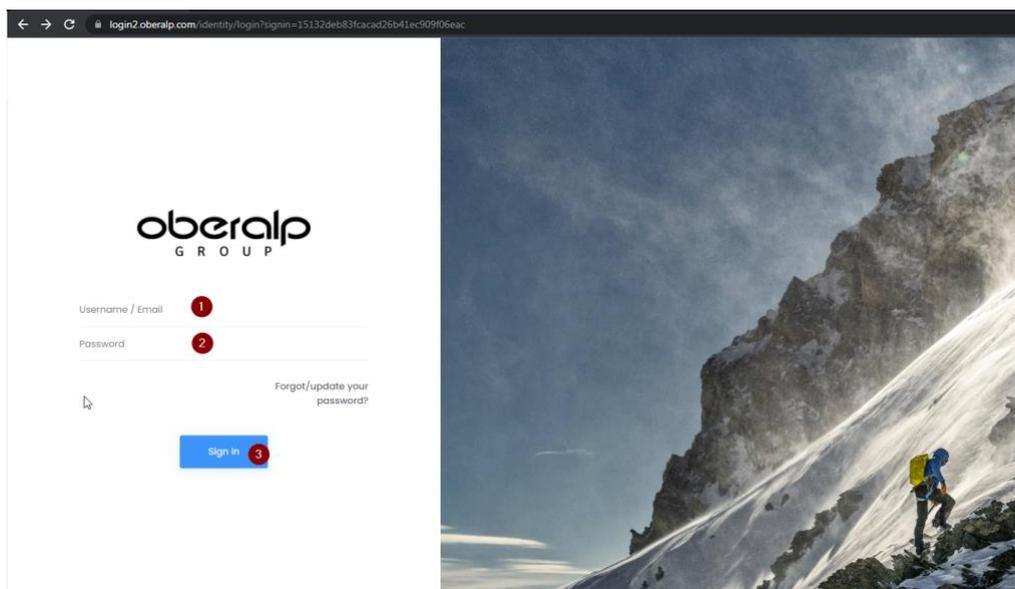
USA and Canada: <https://www.wildcountry.com/en-us/account>

Other Countries: <https://www.wildcountry.com/account>

Please make sure to provide the correct address since that is where your replacement product will be shipped.

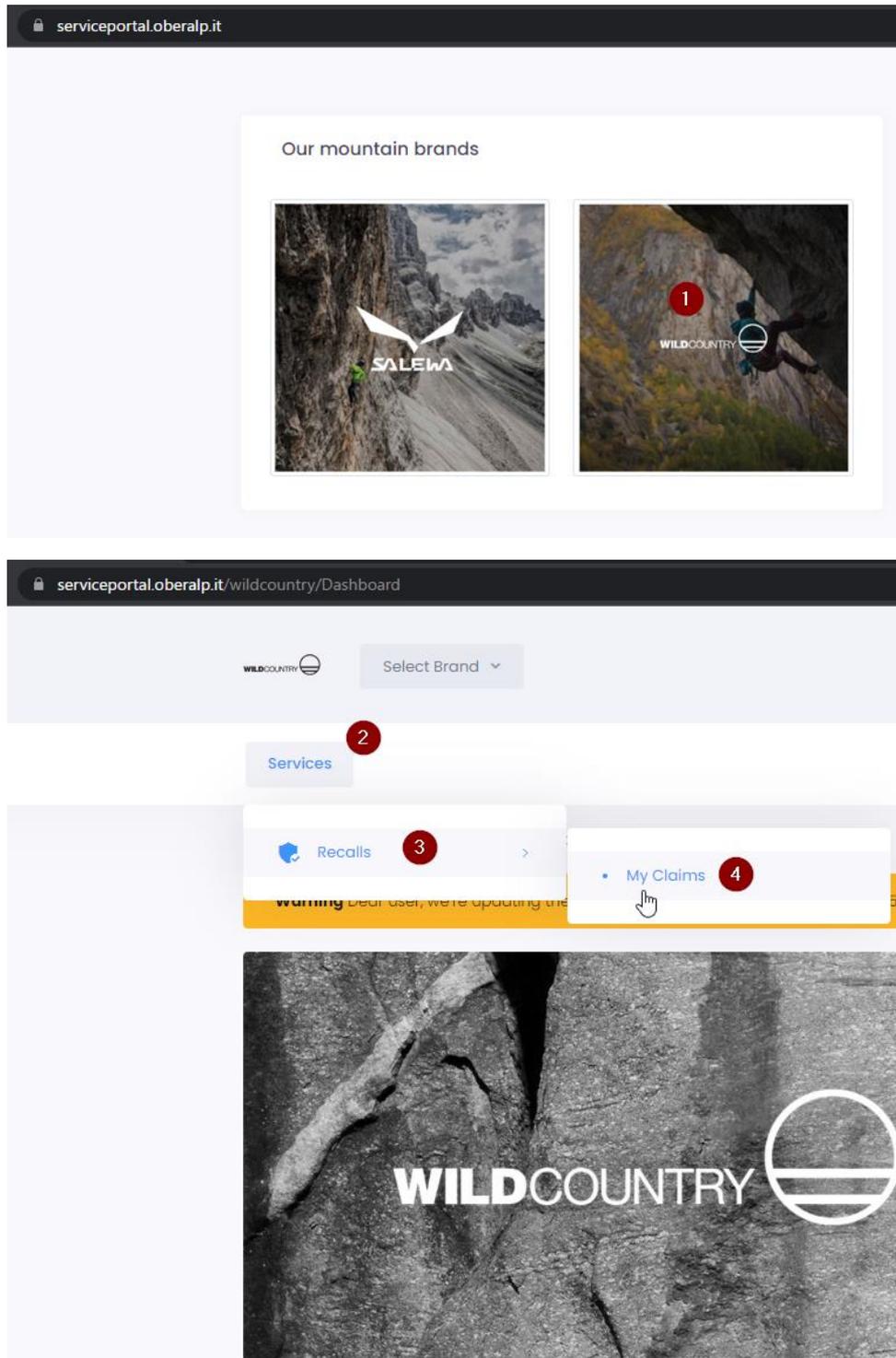
Step 2:

Once you have a valid account, please go to [Service Portal](#) and login with credentials you just received in Step 1.



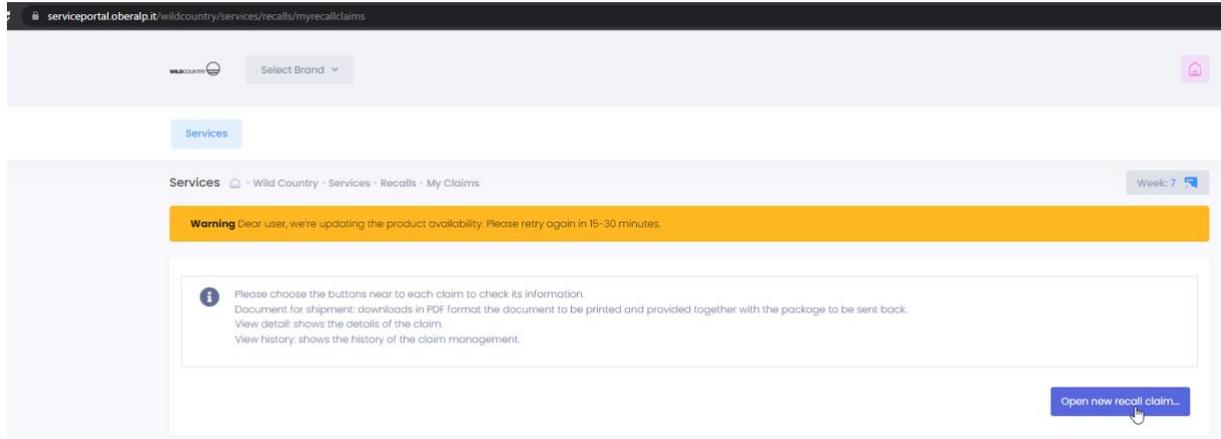
Step 3:

After the successful login, please click on Wild Country and then go to Services > Recalls > My Claims.



Step 4:

Click on “Open new recall claim...”



The screenshot shows a web interface for a service portal. At the top, there is a navigation bar with the URL 'serviceportal.oberalp.it/wildcountry/services/recalls/myrecallclaims'. Below the navigation bar, there is a 'Services' section with a breadcrumb trail: 'Services > Wild Country > Services > Recalls > My Claims'. A yellow warning banner reads: 'Warning Dear user, we're updating the product availability. Please retry again in 15-30 minutes.' Below the warning, there is an information icon and text: 'Please choose the buttons near each claim to check its information. Document for shipment: downloads in PDF format the document to be printed and provided together with the package to be sent back. View detail: shows the details of the claim. View history: shows the history of the claim management.' At the bottom right of this section, there is a blue button labeled 'Open new recall claim...'.

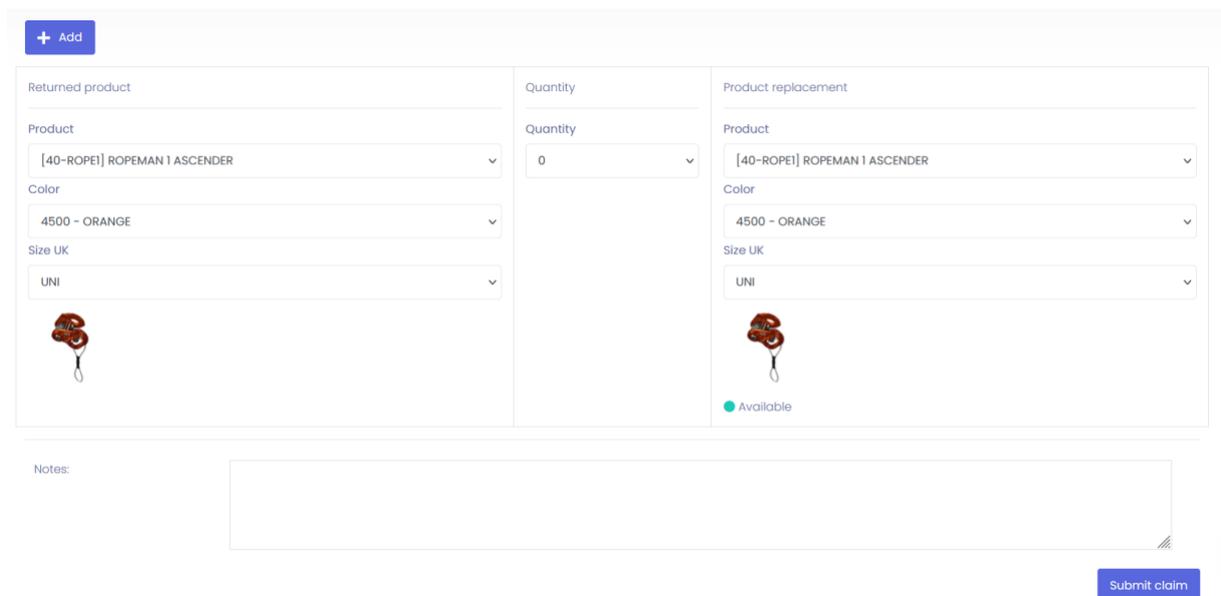
You are now on the page where you can select the product to return and request a replacement by clicking on “Open new recall claim”. Here you can also find all relevant information like the Safety Notice document, the FAQ, and all information about the recalled products.



The product information section for 'ROPEMAN 1 ASCENDER' includes a product image of an orange rope ascender. The text reads: 'ROPEMAN 1 ASCENDER', 'Voluntary Recall of Wild Country ROPEMAN 1 Rope Ascender 462023', and 'Recall Campaign Code REC20240105WG-ROPE1'. To the right, under 'Products', it states: 'Wild Country is conducting a voluntary recall for the orange colored Wild Country "Ropeman 1" rope ascenders from batch 05A0722 manufactured in July 2022. (code 40-ROPE_4500)'. Further right, there are links for 'Factsheet >', 'FAQ >', 'Product info >', and 'Product replacement info >'. At the bottom right, there is a blue button labeled 'Open new recall claim...'.

Step 5:

1. Select the quantity of recalled Ropeman 1 units that you have to return.
2. Once you are done with the selection, click on “Submit claim”.



The screenshot shows a form for submitting a recall claim. At the top left, there is a blue button labeled '+ Add'. The form is divided into three main sections: 'Returned product', 'Quantity', and 'Product replacement'. The 'Returned product' section has dropdown menus for 'Product' (selected: '[40-ROPE1] ROPEMAN 1 ASCENDER'), 'Color' (selected: '4500 - ORANGE'), and 'Size UK' (selected: 'UNI'), along with a product image. The 'Quantity' section has a dropdown menu for 'Quantity' (selected: '0'). The 'Product replacement' section has dropdown menus for 'Product' (selected: '[40-ROPE1] ROPEMAN 1 ASCENDER'), 'Color' (selected: '4500 - ORANGE'), and 'Size UK' (selected: 'UNI'), along with a product image and a green dot labeled 'Available'. Below these sections is a 'Notes:' field with a text area. At the bottom right, there is a blue button labeled 'Submit claim'.

Step 6:

Once your claim was successfully submitted, please print the shipment labels that we are providing for you:

The screenshot shows the Wild Country website interface. At the top, there is a navigation bar with the Wild Country logo and a 'Select Brand' dropdown menu. Below this, the 'Services' section is highlighted. The main content area displays a 'Confirm Thank you!' message for a claim with ID REC20230215CRG5K. It includes instructions to stop using the affected article and a button to print the shipment document, marked with a red '1'. Below the message, there is a navigation menu with 'Orders', 'Products info', 'Resources', and 'Services' (selected). A search bar is also present. The 'Services' section shows a breadcrumb trail: 'Services > Salewa > Services > Recalls > My Claims'. A 'Week: 47' indicator is visible. An information box provides instructions on how to use the shipment document. Below this, a table lists recall claim details.

| Recall claim code | Creation date | Status | Recall center | Document for shipment |
|-------------------|---------------------|----------|--|--|
| REC20221121Q58DD | 11/21/2022 10:17 AM | Assigned | Salewa 14950 FAA Blvd, Suite 100 76155 Fort. Worth US | Document for shipment. 2 View detail View history |

Step 7:

Also print the PDF located in Documents for Shipment. In this file, you will find all the information and instructions on how to prepare and ship the package.

Step 8:

We will send a confirmation email when we receive your return and when we have shipped your replacement product.

THANK YOU!