

Warranty Conditions Product Quality

April 2025

CONFIDENTIALITY NOTE

Warranty Conditions

This document is for the exclusive use of NALSANI SAS collaborators, business partners and TOTTO customers, and its use by unauthorized persons is prohibited.

Violation of this regulation goes against the interests of the company and other members of the NALSANI SAS network.

This manual consolidates a wealth of knowledge accumulated over years of experience and integrates all the philosophy, knowledge and techniques to ensure compliance with the company's quality standards.

NALSANI SAS has exclusive rights over this document and may therefore update and/or modify it as part of the process of continuous improvement and business evolution, and may also demand its return at any time and for any reason.

Purpose of the Document Warranty Conditions

This Warranty Conditions Document is a tool to provide Nalsani SAS collaborators, business partners and TOTTO customers with the necessary guidelines to efficiently and comprehensively manage the warranty of all products.

This document contains standardized terminology, warranty information and care instructions for each product type.

This document is drafted within a dynamic process and will be updated accordingly in accordance with business developments.

GLOSSARY OF EQUIVALENT TERMS

Product name

ACCESSORIES	ECUADOR	BOLIVIA	NICARAGUA	HONDURAS	PANAMÁ	CHILE	SPAIN
BEANIE						Sin visera	
CAP						Jockey	
KOALA (FANNY PACK)	Canguro	Koala and/or Riñonera	Canguro	Mariquera	Koala Cangurera	Banano	Cangurera
BELT			Faja	Faja	Correa		
LUNCHBOX							Baulito Porta merienda
BOTTLE	Tomatodo				Botella		
MULTIPURPOSE BAG		Estuche		Lapicera	Lapicera	Estuche	Porta todo
SCARF		Bufanda - Chalina					
PADDING					Forros	Computer Case	
PADLOCKS							
WALLET					Billetera - Wallet		Monederos - Billeteras
KEYCHAINS							
WATCH							
SUNGLASSES	Gafas				Lentes	Anteojos de Sol	
FRAGRANCES	Perfume	Perfume		Perfume	Perfume	Perfume	Fragancia-Perfumes

ACCESSORIES	MÉXICO	EL SALVADOR	GUATEMALA	PUERTO RICO	PERÚ
KOALA (FANNY PACK)	Cangurera	Canguro	Cangurera		Canguro
BELT		Cincho	Cincho		
BOTTLE			Pachón		
MULTIPURPOSE BAG		Portalápices	Estuche	Cartuchera	
PADDING	Funda para Laptop		Porta computador	Porta computador	Porta Laptop - Funda
WALLET				Wallet	
WATCH				Reloj	
SUNGLASSES			Lentes - Gafas		
FRAGRANCES			Loción - Perfume		

BAGS	ECUADOR	BOLIVIA	COSTA RICA	NICARAGUA	HONDURAS	PANAMÁ	CHILE
TULA (SPORTS BAG)	Bolso De Viaje	Bolsones	Maletín Deportivo	Maletín Deportivo	Maletín	Maletín Deportivo	Maletín Deportivo
PURSES						Bolsos	
SLING BAG	Cartera Cruzada			Bolso	Bolso Manos libres	Bolsos	
WALLET (CARTERA)						Billetera Wallet	
COLLEGE BAG						Bolso Univ.	
BACKPACK	Mochila	Mochila	Salveque	Mochila	Mochila	Mochila	Mochila
SHOPPING BAG		Bolsón		Bolso	Bolso	Bolso	Bolso Tipo Shopping
BRIEFCASE		Maletín		Maletín	Portafolios	Maletín Ejec.	Maletín Ejecutivo

BAGS	SPAIN	MÉXICO	EL SALVADOR	GUATEMALA	PUERTO RICO	PERÚ
TULA (SPORTS BAG)	Bolsa de Deporte	Maleta Deportiva	Maletín	Maletín	Bulto	Maletín Deportivo
PURSES	Bolso			Bolsos		
SLING BAG	Bolso			Mochila		
WALLET (CARTERA)	Bolso			Bolsa		
BOLSOS	Bolsos	Bolsas				
COLLEGE BAG	Bolso Bandolera - Bandolera					Morral
BACKPACK	Mochila	Mochila	Mochila	Mochila	Mochila	Mochila
SHOPPING BAG	Bolso			Bolso Grande		
BRIEFCASE	Ejecutivo, Porta Ordenador			Ejecutivo - Ataché		

APPAREL	ECUADOR	BOLIVIA	COSTA RICA	NICARAGUA	HONDURAS	PANAMÁ	CHILE
SWEATER		Sudadera	Sudadera		Sweater or Abrigo		Polerón con Mangas
VEST							Polerón Sin Mangas
JACKET	Chompa	Chamarra					
TRACKSUIT	Calentador	Buso	Buso				
SHORT PANTS (PANTALONETA)		Short			Calzoneta or Short	Short, Pantalón Corto	Traje De Baño
SHORTS (BERMUDA)				Pantalinetas			
T-SHIRT (T-SHIRTS)		Polera				Camiseta	Polera Polo
TOP (WOMEN)	Camiseta	Tops		Blusas		Camiseta	Polera
POLO_SHIRT		Polo					Polera Polo
LONG-SLEEVE T- SHIRTS		Polera Manga Larga		Camiseta Manga Larga		Polo MI	Polera Manga Larga
SUIT						Vestido, Traje	

APPAREL	VENEZUELA	SPAIN	MÉXICO	EL SALVADOR	GUATEMALA	PUERTO RICO	PERÚ
SWEATER	Suéter	Chándal	Sudadera	Sweater	Sudaderos	Sweater	
JACKET		Cazadora	Chamarra		Chumpa		Casaca
JEANS		Vaquero			Pantalón De Lona	Mahón	
TRACKSUIT	Mono Deportivo				Juego De Pants		
SHORT PANTS (PANTALONETA)	Short		Short		Pantaloneta for men - Calzoneta for women		Short
SHORTS (BERMUDA)					Pantaloneta	Pantaloneta	
3/4ths		Pantalón	Pescador		Pescador		
T-SHIRT (T-SHIRTS)	Franela	Camiseta			Playera for men and Blusa for women		Polo
TOPS (WOMEN)	Tops	Camiseta - Blusa			Blusas		
POLO_SHIRT	Chemise						Polo Con Cuello
LONG-SLEEVE T-SHIRTS			Camiseta Manga Larga		Playera for men and Blusa for women		

WARRANTY TERMS

By season

BUSINESS UNIT	PRODUCT TYPE	WARRANTY PERIOD T242 / T-251						
		1 WEEK	1 MONTH	3 MONTHS	6 MONTHS	1 YEAR	3 YEARS	5 YEARS
ACCESSORIES	FANNY PACK					X		
	LUNCHBOX					X		
	MULTIPURPOSE					X		
	TEXTILE TOILETRY ORGANIZER					X		
NON-TEXTILE ACCESORIES	PEN		X					
	OTHER MATERIALS BOTTLE		X					
	STAINLESS STEEL BOTTLE		X					
	CUTTLERY		X					
	GLASSES				X			
	FLASHLIGHT		X					
	KEY RING		X					
	CELL PHONE HOLDER					X		
	DOCUMENT HOLDER					X		
	LAPTOP HOLDER					X		
	LUNCH BAG		X					
	RAINCOVER					X		
	UMBRELLA		X					
	STICKERS OR STAMPS	X						
BAGS	COMBO					X		
	PURSE - CROSSOVER					X		
	FREE HANDS					X		
	BACKPACK - COLLEGE BAG					X	X	X

BUSINESS UNIT	PRODUCT TYPE	WARRANTY PERIOD T-242 / T-251					
		1 MONTH	3 MONTHS	6 MONTHS	1 YEAR	3 YEARS	5 YEARS
WATCHES	WATCH				X		
APPAREL	SHORTS (BERMUDA)	X					
	SWEATER	X					
	SHIRT	X					
	T-SHIRT	X					
	VEST	X					
	JACKET	X					
	CAP	X					
	PANTS	X					
	SHORT PANTS (PANTALONETA)	X					
	POLO SHIRT	X					
	TOP	X					
TRAVEL	PADLOCK	X					
	PASSPORT HOLDER				X		
	TAG	X					
	TRAVEL SUITCASE STRAP				X		
	SUITCASE COVER	X					
	NON-TEXTILE TOILETRY ORGANIZER	X					
	ADAPTER	X					
	PILLOW	X					
	SCALE	X					
	TRAVEL SUITCASE					X	
	TULA (SPORTS BAG)					X	

BUSINESS UNIT	PRODUCT TYPE	WARRANTY PERIOD T-242 / T-251						
		1 WEEK	1 MONTH	3 MONTHS	6 MONTHS	1 YEAR	3 YEARS	5 YEARS
PETS	HARNESS					X		
	DRINKING FOUNTAIN					X		
	BAGS		X					
	BED					X		
	RAIN COAT					X		
	PET BELT					X		
	COLLAR					X		
	PET STRAP					X		
	PET CARRIER						X	
	PET TOYS		X					
	BLANKET					X		
	HANDKERCHIEF					X		
	SEAT PROTECTOR						X	
	TEEPEE						X	

Table 1: Warranty Terms.

LINE	PRODUCT	REFERENCE	T-242 / T-251 WARRANTY
BAGS	Backpack, purse, wheeled backpack, university, briefcase, shopping bag	According to product	From 1 to 5 years
	Travel suitcase, sports bag	All references	3 years
TEXTILE ACCESORIES	Wallet, multipurpose, lunch box, koala, traveler, insert, document holder, passport holder, straps, textile toiletry organizer	All references	1 year
APPAREL	Shorts, sweater, shirt, T-shirt, 3/4 pants, vest, jacket, jeans, pants, short pants, polo shirt, tracksuit, short, top, suit, Element Block line	All references	1 month
WEARABLE ACCESSORIES	Caps	All references	3 months
	Caps, hats, belts, scarves, gloves	All references	1 month
SHOES	Shoes	All references	2 months

LINE	PRODUCT	REFERENCE	T-242 / T-251 WARRANTY
NON-TEXTILE ACCESORIES	Stickers and/or Stamps	All references	1 week
	Technology bag (specialized), travel accessory (specialized), pillow, padlock, bottle, umbrella, card holder, hydration bag, cutlery set, keychain, fragrance, pins, non-textile toiletry organizer.	All references	1 month
	Glasses	All references	6 months
	Watches (Case and Machinery)	All references	1 year
	Watches (Wrist)	All references	3 months
PETS	Alina bed, Alpha bed, Danko bed, Dante bed, Otto bed, Zeus bed, Brunno harness, Figgo harness, Heikul harness, Rex harness, Toby harness, Blanket, Mocka bag, Meow collar, Michi collar, Mylu collar, Vito drinking fountain, Gary Mini backpack, Oslo sweater, straps, seat protector, scarves, raincoat	All references	1 year
	Doggy pet carrier, carrier backpack, pet handbag, pet sports bag, wheeled backpack, teepee	All references	3 years
	Plush toys, Lampy poopbag, pet toy, flashlight	All references	1 month

LINE	PRODUCT	T-242 / T-251 WARRANTY
HOME	Murum Hanging Organizer, Carpi Picnic Mat, Safari Hanging Organizer.	10 years
	Multipurpose Wash Bag, Safari and Poka Organizer Bag, 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 Organizer, Organizer Board, Campri Picnic Mat, Safari Blanket and Safari Cushion, School Supplies, Drawer Organizer, Rigid Organizer.	1 month

WARRANTY SERVICE Conditions

At Tutto, we are committed to customer satisfaction. That is why we offer a warranty that allows you to enjoy your products with full peace of mind. If your product has a manufacturing defect, you can claim the warranty and receive a timely solution.

Warranty periods apply according to the warranty period table presented in this document. However, depending on the material, marketing strategy, country of sale or special characteristics of the product, these times may vary. This information should be consulted on the hangtag, flap or in the details of each product on our website, which go together with the product at the time of purchase.

If you made a purchase through Tutto.com, you have 30 calendar days to request a product return or exchange. (Check the exchange and return policy).

If the time to request a return has passed and you wish to claim the warranty of a product purchased through the online store, go to one of our Tutto stores with the product and the warranty request, under the conditions established to access this service.

To make the warranty effective, bring your clean and empty product to any of our Tutto stores. If you have the invoice and tags, please present them. Remember to check the product carefully before handing it over to ensure that no personal items are left inside.

The product has an immediate warranty that corresponds to products purchased by the user that have suffered any alteration or that present manufacturing defects during the next 30 days after purchase. This immediate change must be approved by the point-of-sale manager or franchise owner. You can exchange it for the same product if it is available or for another product of equal value.

Please provide the required information to speed up the process. We will ask you for the following information:

Invoice or identification number: This will allow us to identify your purchase.

Detailed description of the defect: Clearly indicate what problem the product presents.

On the other hand, there are Non-Immediate Guarantees, which allow receiving the product after the sale from the 31st day of purchase until the warranty term indicated for each reference. This product must be sent to the repair and warranty workshop in order to be assessed by the quality department. The inspection can result in product repair or change, or the denial of the warranty through a written technical opinion.

TOTTO or Nalsani SAS are exempt from warranty liability when the damage is caused by:

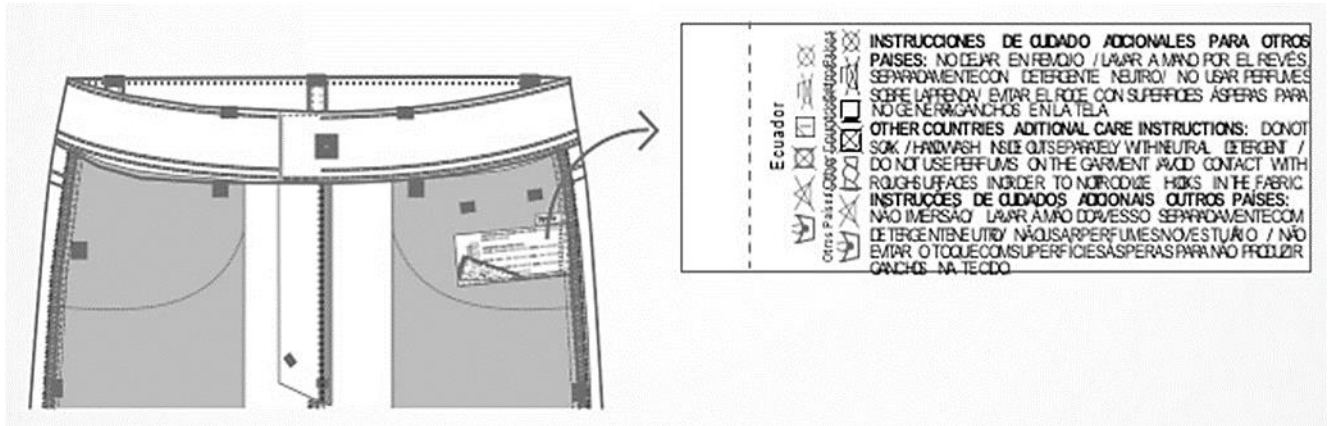
- Misuse or neglect of the product.
- Misuse or neglect of prints, appliqués, embroidery, braided belts and straps.
- The improper use of accessories (such as electronic systems, solar panels, rain cover, hydration bags or LED systems) and synthetic materials.
- Improper use of the telescope (wheel systems).
- Failure to follow care instructions.
- Mechanical cuts.
- Rip.
- Burns.
- Scratches.
- Pressure.
- Bends.
- Entanglements.
- Wear.
- Stains.
- Excessive blows or force.
- Exposure to extreme temperatures.
- Contact with acids or solvents.
- Loss of detachable parts.
- Products that are verified to have been soaked.
- Products with bad odors due to having been stored damp.
- Modification or intervention to the original design by personnel other than the Nalsani SAS repair and warranty workshop.
- Damages caused by third parties such as airlines, carriers and others.
- After the time established in the Warranty Periods Table.

In any case, the warranty is valid under normal conditions of use, for the intended purpose, complying with all washing recommendations and those attached to the product. The warranty is subject to product evaluation by the quality department.

CARE MANUAL

Product Care








Here you will find everything you need to know to care for, wash, clean and keep your products looking brand new. You will find the corresponding care tag attached to all your products.













Remember that the product life depends on your care.

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

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

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

PROCESO PROCESS	SIMBOLO/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

WARRANTIES

Backpacks Warranty

TOTTO backpacks are guaranteed depending on the product reference from the moment of purchase (Table 1: Warranty Periods), for possible defects in their materials or manufacturing damages that affect the suitability of the product in material, seams or zippers under normal conditions of use.

Read the care tags: Each reference has specific product care instructions. Check before use.

Remember that our products are made with specialized and high-quality materials, so the useful life of the product depends on your care.

The warranty does not apply for mechanical cuts, exposure to extreme temperatures, contact with acids or solvents, stains, wear, blows, excessive force, loss of removable parts, abrasion, burns, scratches, damage caused by third parties such as airlines or other carriers, failure to follow care instructions, modifications or interventions to the original design by persons other than the TOTTO repair and warranty workshop.

For product accessories, the warranty does not apply due to misuse or neglect of straps, belts, prints, appliqués, embroidery, improper use of accessories (such as electronic systems, solar panels, rain covers, hydration bags or LED systems) and synthetic materials.

Warranty Applicable

Material defects: Material defects such as falling off of the inner coating and/or discoloration of the material apply as long as the care instructions enclosed with the product have been followed.

Defective zipper: Applies to zippers that have been used normally and present malfunctions. It does not apply when they have been subjected to excessive tension or force, causing damage to the zipper tape and/or teeth.

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

Warranty Not Applicable

Mechanical cuts: Cuts caused by sharp, pointed objects or by entanglement with foreign elements.

Improper washing: It occurs due to failure to follow the care instructions included with the product. For example, do not use chlorinated detergents.

Cuts by machine washing machine drying: The product appears burned and/or cut due to the friction exerted inside the machine, also causing the coating to fall off.

Exposure to extreme temperatures: Burns on the product.

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

Falling appliqués and/or prints: Damage caused by failure to follow instructions for use and washing.

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

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 elements that are corrosive to textile fibers. For example, 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 produced with tools and procedures that are not appropriate for the materials and designs of the product, causing damage and shortening the product's life.

Stains: Produced by contact with external elements.

Loss of detachable parts.

Worn belt and shoulder straps: wear and tear from improper use such as rubbing against abrasive surfaces and wear of the straps with the wheel system caused by not following care and use instructions.

CARE MANUAL

Backpack Care



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



Adjust the straps so that the backpack fits comfortably on your back, distributing the weight evenly.



Make sure to close all compartments to prevent your belongings from falling out or getting lost.



Avoid carrying sharp or pointed items that can pierce or tear the internal material of products such as lunch boxes, bags or backpacks, and other internal parts of the product.



Denim is a fabric used for making clothes, backpacks and bags. Due to the nature of the dyeing, these products present color transfer when wet or dry. It is recommended not to use with light-colored products during the first few wears, as they may become stained.



During trips on urban transport, your backpack or bag will be in contact with other people's zippers, Velcro, and sliders, which can cause wear or tangles; the product can even become trapped by the doors of the bus or subway when we try to get on if it is crowded. It is recommended to use the product in front, to avoid possible damage, protect our personal belongings and allow the passage of other people.



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



We recommend using a rain cover when travelling by motorbike, bicycle or during long days of exposure to the outdoors.



The maximum recommended weight for children between 4 and 14 years old is 10% of their body weight, and for those over 15 years old, 15%. Avoid carrying excess weight in the product. For example, if a child weighs 30 kg, he or she should not carry more than 3 kg of weight in his or her backpack. Place heavier items closer to your back for comfort and stability.



Clean your backpack periodically: Use a damp cloth with mild soap to remove dirt and stains, maintaining a clean appearance.



Store the backpack in a cool, dry place: Avoid humid places or direct exposure to the sun to preserve its quality and prevent wear.

WARRANTIES

Travel Suitcase Warranty

TOTTO suitcases are guaranteed depending on the reference, from the moment of purchase (Table 1: Warranty Periods), for possible defects in their materials or manufacturing damages that affect the suitability of the product in its materials, wheel system, seams or zippers under normal conditions of use.

Read the care tags: Each reference has specific product care instructions. Check before use.

Remember that the product life depends on your care.

The warranty does not apply for breakage, mechanical cuts, exposure to extreme temperatures, contact with acids or solvents, stains, wear, blows, excessive force, loss of removable parts, abrasion, burns, scratches, damage caused by third parties such as airlines or other carriers, failure to follow care instructions, modifications or interventions to the original design by persons other than the TOTTO repair and warranty workshop.

For product accessories, the warranty does not apply due to misuse or neglect of straps, belts, prints, appliqués, embroidery, improper use of accessories such as electronic systems, solar panels or LED systems, synthetic materials and improper use of the telescope (wheel systems).

Warranty Applicable

Material defects: Material defects such as falling off of the inner coating and/or discoloration of the material apply as long as the care instructions enclosed with the product have been followed.

Defective zipper: Applies to zippers that have been used normally and present malfunctions. It does not apply when they have been subjected to excessive tension or force, causing damage to the zipper tape and/or teeth.

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

Wheel System: The telescope lock and/or wheels apply, as well as any loose parts of the system that do not allow for its correct operation.

Loose parts: Such as clasps, buttons, rivets, sliders, logos, nuts, among other things that have not been subjected to excessive stress or force.

Warranty Not Applicable

Mechanical cuts: Cuts caused by sharp, pointed objects or by entanglement with foreign elements.

Improper washing: It occurs due to failure to follow the care instructions included with the product. For example, do not use chlorinated detergents.

Cuts by machine washing machine drying: The product appears burned and/or cut due to the friction exerted inside the machine, also causing the coating to fall off.

Exposure to extreme temperatures: Burns on the product.

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

Dents: Poor handling of suitcases, whether by the customer or carriers, can cause dents and/or sinking, which are not covered by the warranty.

Scuffs: Avoid hitting or dropping the product.

Wheel System: Misuse of the wheel system by the customer does not apply for warranty (Telescope, Wheels, Bumper).

Loss of detachable parts.

Telescope (wheel systems): Improper use of the Telescope, considering its purpose is to pull the product over flat surfaces and not as a means of lifting the product and using it on obstacles such as stairs, holes, rocks or sidewalks.

Worn belt and shoulder straps: wear and tear from improper use such as rubbing against abrasive surfaces and wear of the straps with the wheel system caused by not following care and use instructions.

CARE MANUAL

Wheel System and Travel Suitcase Care

The purpose of the telescope (wheel systems) is to pull the product over the surface. 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



The product is designed to be used on flat surfaces (tile floors, smooth paved floors, smooth cement floors), rough ground surfaces damage the wheels and frame.

CORRECT USE



INCORRECT USE



Avoid knocks, falls, stress or forces that may bend or break parts such as the telescope, wheels, zippers, sliders, locks, among others, or the product in general.

It is recommended not to stand on the wheel system



The straps and shoulder straps should be stored in the backrest when the product is moving on the ground, since if they are left loose, they can get caught in the wheels and cause wear (for strapped products).

CORRECT USE



INCORRECT USE



Perform regular maintenance on the wheels, lubricating the rotation axis and removing any debris trapped in the axles to prevent them from becoming obstructed.

It is also recommended to lubricate the telescope internally, to create a liquid-repellent film. If the telescope comes into contact with any liquid, it is recommended to dry it as quickly as possible to prevent oxidation.

When you travel and must leave your suitcase in the custody of the carrier, we recommend keeping photographic evidence of the condition of the product; this will be useful in case you file a claim for damage or mistreatment that it may suffer during the trip.

WARRANTIES

Apparel Guarantee

The warranty of TOTTO Apparel and Wearable Accessories such as belts, scarves, gloves, caps, and hats is dependent on the reference, from the moment of purchase (Table 1: Warranty Periods), for possible material or manufacturing defects, under normal conditions of use for the intended purpose.

Read the care tags: Each reference has specific product care instructions. Check before use.

Remember that our products are made with specialized and high-quality materials, so the useful life of the product depends on your care.

The warranty does not apply to wear and tear, mechanical cuts, stains, breakage, burns, scratches, loss of removable parts or any other damage caused by improper use, accidents, exposure to extreme temperatures, impact, contact with acid or solvent, entanglement, incorrect handling by third parties, and modifications or interventions made to the design by persons other than the TOTTO repair and warranty workshop. For product accessories, the warranty does not apply due to misuse or neglect of straps, belts, prints, appliqués, or embroidery.

Warranty Applicable

- **Formation of pills:** It applies as long as the garment care instructions have been followed as indicated on the label.
- **Loose or burst seams:** This is due to poor machine adjustment or poor finishing.
- **Loose part:** When the seam width is not sufficient, the piece can become detached from the main sewing line.
- **Loose parts:** Such as clasps, buttons, rivets, sliders, logos, nuts, among other things that have not been subjected to excessive stress or force.
- **Falling print:** 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 with abrasive surfaces or when it has been ironed.
- **Defective zippers:** Applies to zippers that have been used normally and present malfunctions. It does not apply when they have been subjected to excessive tension or force, causing damage to the zipper tape and/or teeth.

Warranty Not Applicable

- **Mechanical cuts:** Cuts caused by sharp, sharp objects or by entanglement with external elements, causing damage to the textile.
- **Exposure to high temperatures:** It is caused by failing to follow the washing instructions and, in particular, the drying instructions.
- Most textiles (wool, cotton, linen, silk, viscose, polyester, among others) are sensitive to washing with hot water and machine drying. This affects the stability of its fibers and can be reflected in shrinkage or elongation. Air drying is best for these garments.
- **Contact with acids or solvents:** It occurs when the product comes into contact with elements that are corrosive to textile fibers. For example, high concentration bleaches, fats, oils, among others. It is reflected in stains and loss 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 being subjected to excessive stress or forces, or due to wrong sizing.
- **Improper washing:** It occurs due to failure to follow the care instructions included with the product. For example, chlorinated detergents should not be used.
- **Cuts by machine washing machine drying:** The product appears burned and/or cut due to the friction exerted inside the machine.
- **Modifications to the original design or intervention by third parties outside the company:** Third-party interventions are produced with tools and procedures that are not appropriate for the materials and designs of the product, causing damage and shortening the product's life.
- Most textiles (wool, cotton, linen, silk, viscose, polyester, among others) are sensitive to washing with hot water and machine drying. This affects the stability of its fibers and can be reflected in shrinkage or elongation. Air drying is best for these garments.
- **Falling appliqués and/or prints:** Damage caused by failure to follow instructions for use and washing.

The products covered by the apparel warranty are: TOTTO apparel and accessories such as belts, scarves, gloves, caps, hats, beanies.

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. Terms and conditions apply for Apparel Warranty - Colombia. Please remember that the useful life of the garments depends on their care and conditions of use, which is why the warranty does not apply to products damaged by normal wear or tear.

CONDITIONS.

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

IMPORTANT

Our products are made with fabrics with special finishes to ensure protection, therefore you should:

Avoid direct contact of light-colored garments with dark ones, wash separately or with similar colors and do not store damp. Color transfer may occur during the washing and drying processes, so it is necessary to follow the care instructions described for each garment.

CARE MANUAL

Garment Care

Additional tips for garment care:

- Read the labels: Each garment has specific washing and ironing instructions.
- Wash inside out: Protects the material, color and prevents snagging with other garments.
- Close everything: Pockets, zippers, closures, hoods and hooks to prevent breakage.
- Do not soak any garment (in 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 over any of these.
- For upper body garments such as tops, sweatshirts, jackets, shirts, scarves, T-shirts, do not use perfumes directly on the garment.
- For delicate garments such as tops, light sweaters, shirts and/or scarves, avoid rubbing against rough surfaces or accessories (necklaces/earrings) to avoid creating snags in the fabric.








For Jeans

- Jeans undergo specialized color and washing techniques, therefore, they may release color pigments during the first washes and even throughout their lifespan. It is recommended to refrain from using with light clothing during the first uses.
- Use them as many times as you can before washing.
- Turn them inside out before each wash.

CARE MANUAL

Caps Care

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

PROCESO PROCESS	SIMBOLO/SYMBOL	ESPAÑOL/SPANISH	INGLÉS/ENGLISH
WASHING INSTRUCTIONS CAPS		LAVAR A MANO	HAND WASH
		NO USAR BLANQUEADOR	DO NOT BLEACH
		SECADO EN TAMBOR O MAQUINANO 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
	ADDITIONAL CARE INSTRUCTIONS FOR OTHER COUNTRIES: Do not soak / Hand wash separately with neutral detergent / Wash the accessory according to these care instructions to remove sweat.		

WARRANTIES

Accessories

For TOTTO accessories made with canvas, the warranty depends on the reference, from the moment of purchase (Table 1: Warranty Terms).

The warranty of **non-textile or complementary accessories** such as key chains, fragrances, bottles, padlocks, umbrellas, pillows, rain covers, hydration bags, pins, and stickers is dependent on the reference, from the moment of purchase (Table 1: Warranty Periods). In all cases a warranty applies for possible defects in material or manufacturing, under normal conditions of use for the intended purpose.

Read the care tags: Each reference has specific product care instructions. Check before use.

Remember that our products are made with specialized and high-quality materials, so the useful life of the product depends on your care.

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

Warranty Applicable

- **Material defects:** Material defects such as falling off of the inner coating and/or discoloration of the material apply as long as the care instructions enclosed with the product have been followed.
- **Defective zipper:** When the slider or puller does not close the zipper teeth, during normal use.
- **Loose or burst seams:** The easy detachment of threads or seams in the product.

Warranty Not Applicable

- **Exposure to extreme temperatures:** such as boiling water or exposure to the freezer (unless the product indicates otherwise).
- **Variations in its form** due to temperature changes, exposure of the product to a freezer or microwave oven.
- **Alcohol-based liquids or exposure to perfumes and lotions:** Avoid contact with alcohol-based substances, for cleaning only use microfiber cloths and lens cleaning fluid (alcohol-free).

- **Stains due to lack of cleaning:** Exposure of the product to chemical substances such as perfumes, creams and sunscreens can cause stains if not removed in time.
- **Scuffs:** Avoid hitting or dropping the product.
- **Failure to follow use and water resistance instructions:** Follow the water resistance instructions, do not handle the product underwater.
- **Using cloths or fabrics 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.** Failure to take care of the product and its accessories may result in their loss.
- **Excessive forces:** Avoid excessive stress or tangling.

CARE MANUAL

Bottle Care

Read the care tags: Each reference has specific product care instructions. Check before use.

Remember that the product life depends on your care.

Here you will find basic care for the use and maintenance of your products to avoid damage.

- Check the instructions for use of each product reference to determine its functionality for both hot and cold drinks.
- Not suitable for microwave or freezer.
- Refrain from using bleach, chlorine, abrasives or harsh chemicals.
- Avoid hitting the product or dropping it.
- Transport the bottle in a safe place, avoiding excessive pressure on it.
- Clean the bottle after use. Do not store the bottle with leftover liquid for a long time.

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

- Make sure to close and lock the lid.
- Make sure to clean each part of the bottle to avoid the concentration of bacteria.

Only for bottles with screw-top dispenser

- Make sure to close and lock the lid.
- Avoid using carbonated drinks.
- Before starting your day, make sure that the lid is properly closed.
- Do not remove the gaskets, do so only when necessary, avoid force-detaching them.

For bottles with pressure cap

- Make sure to close and lock the lid.
- Make sure to clean each part of the bottle to avoid the concentration of bacteria.
- Avoid using carbonated drinks.

CARE MANUAL

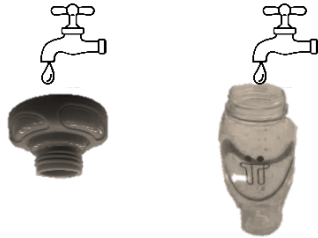
Bottle Care - Cleaning

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

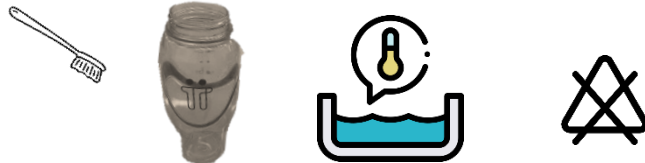
- Take apart the bottle.



- Apply water to the inside of the lid and liquid dispenser.



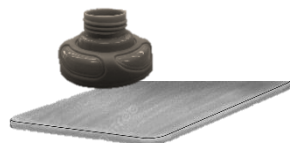
- Clean the body of the bottle with a soft brush (nylon bristles), warm water, a little liquid or neutral soap with no chlorine or degreaser.



- Let the lid sit in warm water for 10 minutes; the water should have a soapy solution or a touch of soap.



- 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 MANUAL

Sticker Care

Read the care tags: Each reference has specific product care instructions. Check before use.

Remember that the product life depends on your care.

Here are some general instructions to properly care for a sticker or stamp and ensure it stays in good condition and adheres properly:



- **Clean the surface:** Before placing the sticker, make sure the surface is clean, dry and free of dust, grease or any residue that may affect adhesion.



- **Proper placement:** Place the sticker carefully and evenly over the surface. Avoid stretching the sticker material to prevent warping.



- **Avoid exposure to extreme elements:** Try to avoid exposing the sticker to extreme conditions of temperature, humidity or direct sunlight, as this can affect the durability of the adhesive material and the print.



- **Avoid excessive handling:** Once placed, try not to handle the sticker unnecessarily to prevent it from peeling off prematurely or deteriorating.



- **Regular maintenance:** If it is necessary to clean the area where the sticker is placed, do so carefully using a soft cloth and water. Avoid using harsh chemicals that may damage the print or adhesive.



- **Proper storage:** If you have extra stickers and are not going to use them right away, store them in a cool, dry place, preferably in their own packaging.

CARE MANUAL

Watches Warranty Period

We have high-quality, high-design products, which is why we offer a warranty program that is valid (Table 1, Warranty Periods) after purchasing the product. The conditions of the warranty program are explained below.

Read the care tags: Each reference has specific product care instructions. Check before use.

Remember that the product life depends on your care.

Warranty Applicable

Factory defects, material defects, transport and operational defects

Warranty Not Applicable

- Natural wear, lack of cleaning, scratches, scuffs, extreme pressure, stains, deterioration due to temperatures, intervention on the product during the warranty period, non-original product, replacement of parts, and failure to follow care instructions.
- **Wristband:** Improper use and care of watch straps does not apply as a warranty, as well as contact with abrasive liquids that wear down the material.

Other conditions can be found in the general warranty program.

CARE MANUAL

Watch Care

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



- Avoid knocks or falls, as these can fracture the glass and the case.

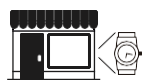


- Avoid high-risk activities that may cause the bracelet to become entrapped with other surfaces or expose the product to scratches.



- Refrain from using perfumes, creams, tanning lotions, bleaches, chlorine, abrasives or harsh chemicals that alter the product. In case of exposure, remove and clean as soon as possible, the combination of these agents with sunlight deteriorates the color and quality of the watch strap and case.

- Follow water resistance instructions.



- Remember to change the battery in professional shops; check the case assembly to avoid seepage.



- Avoid exposing the watch to magnetic fields.



- Avoid exposure to sudden changes in temperature or temperatures that are too low or too high.

CARE MANUAL


Watch Care – Water Resistance

The concept of water resistance in watch lines is a topic that tends to confuse the end user, and misunderstanding can cause the watch to be damaged. Within our products you can see the words 3 ATM, 10 ATM, etc. This pressure is at a static level (without movement) at which our products have been tested, but not at water depths. This does not mean that you can use these products at this depth (pressure), since during motion (diving-swimming) the pressure increases.

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

If changing the battery, you should check that the product has been closed correctly. If it is not properly closed, the packaging may fail and cause water to leak inside.

Please note that for watch straps that have a PU Polyurethane base, prolonged exposure to water may cause early deterioration of the wristband.

<ul style="list-style-type: none"> • Salpicaduras accidentales • Lavarse las manos • <i>Accidental splash</i> • <i>Handwashing</i> 	<ul style="list-style-type: none"> • Ducha o baño • Pesca • <i>Shower</i> • <i>Fishing</i> 	<ul style="list-style-type: none"> • Natación • Deportes náuticos • <i>Swimming</i> • <i>Water sports</i> 
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3ATM	SI / YES	NO	NO
5ATM	SI / YES	SI / YES	NO
10ATM	SI / YES	SI / YES	SI / YES

CARE MANUAL

Watch Care – 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 early deterioration, changes in appearance and poor presentation.

It is recommended to clean the watch every 2 months if worn daily. These instructions are for general and basic cleaning only; in-depth cleaning should be carried out in an appropriate location.

Remember that the warranty does not apply for early deterioration caused by external agents and lack of cleaning. Identify the watch strap material, according to the following examples:



PU POLYURETHANE



PES POLYESTER



SILICONE

For silicone, polyester or steel watch strap:

- Prepare a soap solution with neutral soap (80% water, 20% soap)
- Soak the wrist strap in the previously prepared solution

NOTE: In case of excess dirt, release the strap from the case (this may require additional tools, if you do not feel capable of doing this, ask a technician or specialist for help), once the strap is released, immerse it in the solution and wait a few minutes.

- Using a nylon brush (can be a toothbrush), rub the product with the solution until the dirt is removed (apply more solution if necessary).
- Apply clean water on the watch strap
- Using a clean, dry cloth (soft fabric), remove excess moisture and solution.

For PU watch strap:

- Using a damp cloth, rub the product until the dirt is removed.
- Apply clean water on the watch strap
- Using a clean, dry cloth (soft fabric), remove excess moisture and solution.
- Let it air dry.

Case - Glass

- Using a nylon brush (can be a toothbrush), rub the product with the solution until the dirt is removed (apply more solution if necessary).
- For tight areas, use a cotton swab.
- Using a clean, dry cloth (soft fabric), remove excess moisture and solution, moistening the cloth if needed.
- Allow additional time to air dry.

General

- If you took the strap apart from the case, reassemble the watch.
- For tight areas, use a cotton swab to dry and remove moisture from hard-to-reach spots.
- Using a clean, dry cloth (soft fabric), remove excess moisture and solution.
- Allow additional time to air dry.

WARRANTIES

Pets Warranty

The warranty for the **TOTTO PETS** line applies depending on the reference, from the moment of purchase (Table 1: Warranty Periods). In all cases, the warranty applies for possible material or manufacturing defects, defective zippers 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.

Read the care tags: Each reference has specific product care instructions. Check before use.

The useful life of the PETS line products depends on their care; therefore, the warranty does not apply to products damaged by wear, mechanical cuts, bites, stains or fluids, damage caused by third parties, modification or intervention of the original design by persons other than the TOTTO repair and warranty workshop.

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

This information should be consulted on the hangtag, flap or in each products details on the local Web page, included with the product at the time of purchase.

Warranty Applicable

- **Material defects:** Material defects such as falling off of the inner coating and/or discoloration of the material apply as long as the care instructions enclosed with the product have been followed.
- **Defective zipper:** When the slider or puller does not close the zipper teeth, during normal use.
- **Loose or burst seams:** The easy detachment of threads or seams in the product.

The foam padding included in some of our products has a one-year warranty.

Warranty Not Applicable

- Failure to follow care instructions
- Improper handling of the product; uses other than intended or poor storage
- Natural deterioration of materials and colors due to the time of use of the product.
- Deformation of the product due to improper use, loads greater than those recommended, pet in the same position for long periods, body impression, mistreatment or extreme stress on the products.

- Deterioration due to lack of cleaning, product presenting stains or fluids.
- Dampness, bad smell, stains or discoloration on the mattress fabric.
- Presence of insects or any other type of pests that prevent handling of the product due to risk of infection.
- Wear or breakage of fibers, due to contact or accidents with abrasive surfaces.
- Contact with acids or solvents that are abrasive to textile fibers. For example, high concentration bleaches, fats, oils, among others. It is reflected in stains and loss of the original color at the point of contact.

CARE MANUAL

Pets Line Care

Harness:

- Measure your pet's chest and neck to ensure the harness fits properly.
- It should be comfortable and not restrict the pet's movement.
- Leave a two-finger space between the harness and your pet's body.
- Use a leash appropriate for your pet's size and strength.
- Wash the harness regularly with soap and water, do not use bleach.
- Check the harness for damage or wear.

Pet Bed:

- The bed should be large enough for your pet to stretch out and sleep comfortably.
- Measure your pet from nose to tail to determine the proper bed size.
- Wash your bed regularly to keep it clean and odor-free, following the washing instructions.
- Ensure that the product is ventilated both during drying and use to avoid unpleasant odors.
- Check the bed for damage or wear.

Pet Toys:

- Offer your pet a variety of toys to keep its interest.
- Make sure the toy is big enough to avoid accidents.
- Change toys regularly to keep your pet interested.
- Watch your pet while playing to ensure it is using the toy safely.
- Discard the toy if it becomes damaged or worn.

Seat protector:

- Wash the protector regularly to keep it clean and odor-free, taking into account the washing instructions.
- Ensure ventilation during drying to avoid unpleasant odors.
- Clean with a soft bristle brush to remove hair and prolong its life.
- Follow the manufacturer's care instructions.

Carrier backpack:

- Please measure your pet to ensure the backpack is large enough for your pet's comfort.
- There should be enough space for your pet to move and change positions.
- Backpack straps should be snug, but not tight.
- Make sure your pet has enough ventilation to breathe comfortably.
- Do not use the backpack for long periods of time.
- Remember to ventilate and clean the backpack after each use to avoid bad odors and ensure its hygiene.
- Take regular breaks so your pet can rest and walk.

Raincoat:

- Please measure your pet to ensure the coat is large enough to protect them from rain and keep them comfortable.
- Make sure your pet can move and breathe comfortably.
- Do not use the coat if your pet is wet.
- Dry your pet before putting on the coat.
- Allow to air dry to avoid damage to the material and the accumulation of unpleasant odors.

Crates:

- The crate should be large enough for your pet to stand up, turn around, and lie down comfortably without feeling restricted.
- Carefully examine all seams, zippers, and connections to ensure they are in perfect condition.
- Frequently wash the removable inner bed following the label instructions to remove any chemical residue.
- Gradually introduce your pet to the crate, associating it with positive experiences like playtime or treats.
- Never leave your pet alone in the crate for extended periods.
- When transporting your pet in a vehicle, ensure the crate is securely fastened to prevent abrupt movements that could harm your pet.
- Never place the crate in a location where it could be reached by airbags.
- Ensure the crate is in a well-ventilated area and avoid exposing it to extreme temperatures.

- Clean the crate periodically with a damp cloth and mild soap. (Refer to the label for washing instructions)
- Do not exceed the maximum weight capacity: Avoid overloading the crate with additional objects or pets.
- Never leave your pet unattended inside a vehicle, even with the air conditioning on.
- Consult your veterinarian before transporting an ill or injured pet in a crate.

WARRANTIES

Home Guarantee

The TOTTO HOME line has a warranty depending on the product reference, from the moment of purchase (Table 1: Warranty Periods). In all cases, the warranty 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.

Read the care tags: Each reference has specific product care instructions. Check before use.

Please note that the product's lifespan depends on its care; therefore, the warranty does not apply to products damaged by wear and tear, mechanical cuts, stains, damage caused by third parties, excessive force, pressure, burns, scratches, loss of removable parts, modification or intervention of the original design by persons other than the TOTTO repair and warranty workshop.

This information should be consulted on the hangtag, flap or in each products details on the local Web page, included with the product at the time of purchase.

Warranty Applicable

- **Material defects:** Material defects such as falling off of the inner coating and/or discoloration of the material apply as long as the care instructions enclosed with the product have been followed.
- **Defective zipper:** When the slider or puller does not close the zipper teeth, during normal use.
- **Loose or burst seams:** Easy detachment of threads or seams on the product

Warranty Not Applicable

- Failure to follow care instructions
- Wear or breakage of fibers, due to contact or accidents with abrasive surfaces.
- Natural deterioration of materials and colors due to the time of use of the product.
- Contact with acids or solvents that are abrasive to textile fibers. For example, high concentration bleaches, fats, oils, among others. It is reflected in stains and loss of the original color at the point of contact.
- Cuts caused by washing or machine drying with evidence of burnt and cut parts due to friction exerted within the machine, also causing the coating to fall off.

- Deformation of the product due to misuse, using excessive force, overloading the product.
- Deterioration due to lack of cleaning or product with generalized or localized stains.

CARE MANUAL

Care, Leather Products

WARRANTY FOR OILY LEATHER PRODUCTS

Our leather products are made with national hides with special, high-quality finishes. We offer a warranty program valid for 1 year after purchasing the product. The conditions of the warranty are set out below.

Warranty Applicable

- **Material defects:** Material defects such as falling off of the inner coating and/or discoloration of the material apply as long as the care instructions enclosed with the product have been followed.
- **Defective zipper:** Applies to zippers that have been used normally and present malfunctions. It does not apply when they have been subjected to excessive tension or force, causing damage to the zipper tape and/or teeth.
- **Loose or burst seams:** The easy detachment of threads or seams in the product.

Warranty Not Applicable

- **Mechanical cuts:** Cuts caused by sharp, pointed objects or by entanglement with foreign elements.
- **Misuse or improper use:** Damage resulting from carelessness, misuse by the customer or lack of maintenance of the products, for example, by failing to follow the care instructions included with the product.
- **Natural Wear:** normal deterioration due to use of the product.
- **Exposure to extreme temperatures:** Burns on the product.
- **Wear:** Accidental or continuous contact with abrasive elements or surfaces causes wear or breakage of the fibers.
- **Damage due to mistreatment by the carrier during travel:** Impacts, cuts, bending, wear and tear, produced during the custody of a carrier such as airlines or other transports.
- **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 elements that are corrosive to textile fibers. For example, 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 produced with tools and procedures that are not appropriate for the materials and designs of the product, causing damage and shortening the product's life.
- **Expired Warranty:** The warranty does not cover requests made after the warranty coverage period has expired.
- **Loss of detachable parts.**
- **Stains or Whitening:** from contact with water

Characteristics

Oily leather products are characterized by a natural-looking matte finish. They may have creases, slight whitening, wrinkles, scratches or marks, which is a normal effect of this type of leather.

The design of leather goods follows a handcrafted process that makes each one have unique and irregular finishes among several items of the same reference.

Oily leather may have open pores and is therefore not water resistant. The use of rain insulating 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 dry brush or cloth gently to remove dust and prevent scratches. If required, you can use a damp cloth, avoiding contact with the seams and drying quickly.

The market offers a wide variety of products for the care of oily leather (select your preferred type). These products prolong the main attributes and prevent 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.

WARRANTIES

Warranty Technology

The TECHNOLOGY line has a warranty depending on the reference, from the time of purchase (Table 1: Warranty Times), in all cases it applies a warranty for possible defects in material or manufacturing, Failure in the operation of basic functions, Ignition, charging, improper pairing and sound, under normal conditions of use for the intended purpose, making proper use of the product and carefully following the product's care instructions.

Read care labels: Each reference has specific product care instructions. Check before use.

The useful life of the TECHNOLOGY line depends on its care; that is why the warranty does not apply to products damaged by wear, mechanical cuts, bites, stains or fluids, blows, loss of removable parts, improper handling of the product, incompatibility with unofficial accessories, use of non-original accessories, damage caused by third parties, modification or intervention of the original design by people outside the TOTTO's repair and warranty workshop.

This information should be found in the Hang-tag, flap or in the details of each product on the local website, which accompanies the product at the time of purchase.

What do I need to make a warranty claim?

- Before the claim, correctly read the use of the product according to the user manual, included in the product packaging.
- Have the original packaging, the components in their entirety of the product and the user manual.
- Have the serial number of the related product on the original packaging. Clearly describe the defect and/or inconvenience with your product

Warranty Applicable

- **Material defects:** If any component of the product fails due to a defective material.
- **Manufacturing flaws:** Problems caused during the production process, such as loose connections or faulty welds.
- **Improper operation of basic functions:** If the earbuds won't turn on, won't connect to Bluetooth, the sound is distorted, or there are problems with the touch controls.
- **In use:** Not turning on, not charging, not pairing, Not being heard or not heard (interference from the sender or receiver) in multimedia or call mode.

Warranty Not Applicable

- Natural deterioration of materials and colours due to the time of use of the product, scratches, bumps.
- Intervention of the product during the warranty period, non-original product, change of parts, as well as not following the user instructions
- **Stains due to lack of cleaning:** exposure of the product with the use of chemical substances such as perfumes, creams and suntan lotions can cause stains if they are not removed in time.
- **Bumps:** Prevents bumps or falls of the product.
- Exposure to extreme temperatures
- **Loss of removable parts:** Not taking care of the product and its accessories can cause them to be lost.
- **Excessive forces:** Prevents excessive tension or entanglement.
- **Failure to follow user instructions. Improper handling of the product; uses other than those of their nature or poor storage**
- **Accidents in the use of the product.**
- **Incompatibility with unofficial accessories:** The use of non-Sudio accessories may cause damage to the product and lose the warranty.
- **Use of non-genuine accessories:** The use of non-Sudio cables, chargers, or other accessories may damage the product.

CARE MANUAL

Care, Technology Line

Read user manual: Each reference has specific product care instructions. Check before use.

The user manual of your products will provide you with detailed information on the specific care and maintenance of your model.

Remember that the shelf life of the product depends on your care.

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

- Check the instructions for use of each reference, to determine its functionality.
- Avoid hitting the product or dropping it.
- **Surfaces:** Use a soft, slightly damp cloth to wipe down external surfaces
- **Take care of liquids:** Water is not a friend of your headphones. Protect them from splashes and liquids to ensure proper operation.
- **Storage conditions:** To extend the shelf life of your products, keep them in a cool and dry place, away from heat and moisture sources.
- Avoid exposing them to direct sunlight, as UV rays can damage the materials.