



Dear Customer,

First of all we would like to thank you for the preference given to our brand and to confirm our constant commitment to provide our consumers with products of the highest quality and reliability.

As you well know, the mission of the Scarpa group companies, which has a long history of more than eighty years, is based on the responsibility of what is created and on the maximum attention towards a single objective: to guarantee full satisfaction to the final consumer of our products.

To confirm this, we have decided to voluntarily undertake a restoration action with reference to one of our products: the ski mountaineering SCARPA mod. MAESTRALE and MAESTRALE RS dating back to the autumn 2017 production lots marketed in North America, which presented a defect consisting of a crack that starts from the tongue area over the toes to the side of the shell. In all the cases examined, this defect has made the boots not fully usable for the intended use and that, in extreme cases, could potentially cause a safety problem.

The recall is limited to the United States and Canada due to the fact that in these countries there was a much higher defect rate than in the other markets, making the recall for the replacement of all the shell absolutely necessary, probably due to a technical problem present in that first production batch and also to use in specific environmental conditions.

The defect rate found to date in other countries falls, instead, within the limits of tolerance and the ordinary procedure for replacing the hull, with reference only to the pairs that have actually suffered the damage, is considered suitable to face the problem.

Following are images of the product subject to recall:



That being said, despite the fact that the recall action concerns only the products marketed in North America and dating back to the 2017 production lots, if the characteristics described above are present in your boot, we authorize you to proceed with the return of the same for replacement of the shell. Please contact one of our dealers for the standard return procedure.

We apologize for the inconvenience, thank you for your cooperation.

Best regards.