

HOW TO MEASURE? INSTRUCTION MANUAL

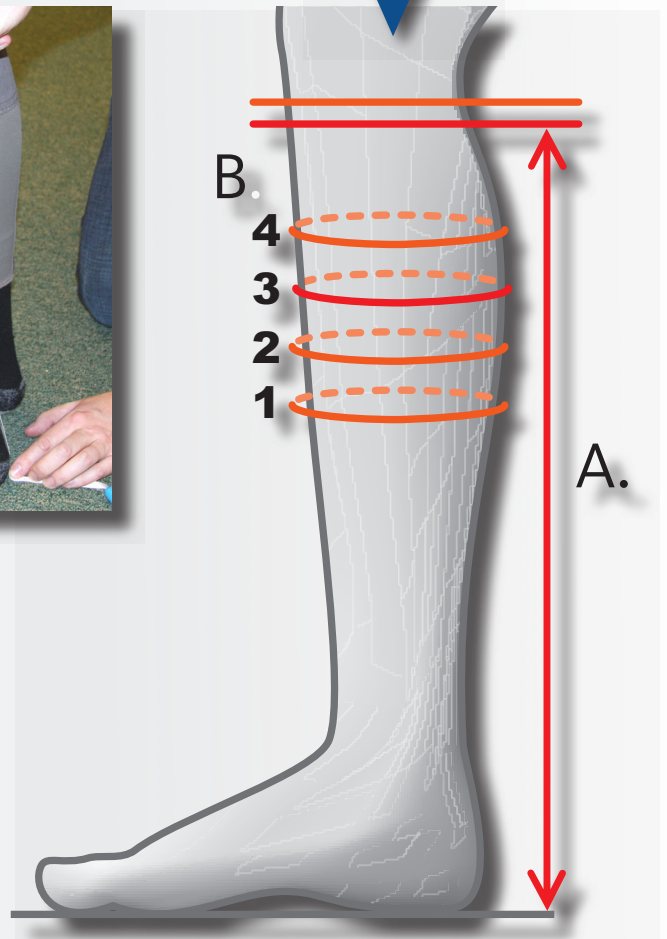
A. FIND OUT THE BACK HEIGHT OF THE LEG FOLLOWING THESE STEPS:

- Customer should wear breeches and socks.
- Have the customer bend the knee slightly forward and use your finger to find the "back of the knee" or have the customer point out where they prefer the top edge of the boot to be.
- Place the beginning of the measurement tape at the back of the knee point or preferred point and measure down following the leg straight down to the floor.
- Read the measurement tape right at the floor at the heel, for example: 17 3/4

B. FIND OUT THE WIDEST PART OF THE LEG by moving the measurement tape in steps over the bowling pin shaped calf area as the picture shows. Start low and work your way up taking at least 3-4 measurements until you find the widest part. The customer should wear breeches and socks.

EXAMPLES OF MEASUREMENTS STEPS:

1. This is 13 3/8
2. This is 14 1/8
3. **This is 14 1/2**
4. This is again 14 1/8 and then this means that **14 1/2** is the widest part of the calf and is then the measurement you will look for in the size chart.



MOUNTAIN HORSE®

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HELPFUL HINTS AND TIPS & FAQ



Midlayer insole™

Sometimes the customer can get caught between two sizes or two width sizes. Then the option would be to try the Midlayer insole™. The Midlayer insole can reduce a current size to a smaller size, for example size 8 to a size 7.

Example: The customer is a **size 7** (Euro 38) in Regular/Regular width. However, after taking the calf measurement and looking in the size chart you find that she will not fit the **size 7 R/R** because of the **calf width being too narrow**. Instead you notice in the measurement chart that the customer will fit better in a **size 8 R/R** calf width.

Solution: Simply remove or lift the original insole and place a Midlayer insole™ underneath the original insole in order to reduce and customize the current larger size to a smaller.

The Midlayer insole™ consists of cushioning Poron® and is designed to help alternate between foot sizes if necessary or as extra comfort enhancer.



Heel lifter™

Sometimes the customer's leg height may be too short for a boot or has a leg height that may require a larger size boot. Then the option would be to try the Heel lifter™ as it can help boosting your leg height.

Example: The customer has got a foot **size 7** and a leg height of **16 7/8 inches**. The boot is a size 7 R/R with a height of **17 3/4 inches** and is **too tall**.

Solution: Simply remove or lift the original insole and place a Heel lifter™ underneath the original insole for extra boost in height.

Sometimes both Midlayer insole™ and Heel lifter™ may be necessary.

Example: The customer has made a size 8 to a size 7 in order to fit the shaft of the size 8. However, the height has now become too long in size 8.

Solution: in this case both the Midlayer™ insole and the Heel lifter™ could be used in order to “custom fit” the boot as much as possible to better suit the customer's needs

Sometimes you cannot find or match the customers measurement in the size charts because he or she has got a calf width that is too narrow.

Example: The customer is a **size 7** and has a calf measurement of **13 3/4 inches**, this particular measurement will not be found in any size chart in size 7 or close to size 7.

Solution: Always remember that as long as the customer is under a certain shaft measurement they can almost always wear and fit into a boot, since the leg itself is narrower than the shaft.

