

Returns Guidance

It is our intention to offer a problem free mailing service which customers will use on a regular basis. Our good reputation depends on our level of service and customer satisfaction.

All items are checked thoroughly prior to dispatch and should reach you undamaged and ready for use.

In the unlikely event that items are received faulty or damaged a total refund including return shipping is given.

However, if shoes are returned for any other reason you will be obliged to pay the cost of the return shipping and we will not refund the original shipping fee for international orders.

We sincerely hope that you will be delighted with your shoes however should you find the goods unsuitable (wrong size, colour etc.), a refund for the cost of the item will be offered providing the shoes and the original box are returned in a saleable condition.

If goods are returned to us showing signs of wear we are unable to give you a full refund.

Signs of wear include creased uppers and marked soles. Please ensure shoes are tried on a carpeted surface only.

If you require a full refund , may we request that any complimentary items are returned including, tie, polish and shoe trees.

Should you wish to exchange for an alternate size, colour or style we will be happy to do this and we will split the cost of the return postage with you.

Exchange shipping charges:

UK orders.....£3.95 EU countries.....£5.00 Rest of World.....£9.00

The Consumer Protection (Distance Selling) Regulations 2000 recommended return period of 7 working days, within which the consumer can return their goods without giving a reason. We would like to confirm that we offer the consumer the right to return their goods within 30 days.

None of the above affects your statutory rights as a consumer.

Returns Procedure

Complete the Returns Form, a copy can be found on our website. Please complete the form as fully as possible, the more information, the quicker it will be processed. If no order number or contact details are included we will be unable to process your return.

Please repack the shoes carefully to ensure they are not damaged in transit and do not write on or stick anything to the outside of the original shoe box.

Returning Goods from Within UK

We recommend you return the shoes by recorded delivery or obtain proof of postage as we are not liable for goods lost in transit.

Returning Goods from Outside the UK

Please use your local postal service. **Do not send goods via courier services such as UPS, DHL or Fedex**, as there will be excessive clearance fees. We will not be responsible for these fees and may either refuse delivery or charge the fees back to you.

Please may we ask you to mark clearly on the outside of the parcel **RETURNING TO OWNER - MANUFACTURED IN THE UK** this will help the parcel to pass quickly through the UK Customs.

Customers are responsible for returning the shoes and paying any associated costs - we suggest using registered insured postage, and that customers retain a proof of postage just in case the parcel should fail to be delivered. PEDIWEAR are not responsible for goods lost in transit

All returns should be sent to:

**Returns Department
Pediwear Shoe Centre
24 Westgate
Halifax
W. Yorkshire
HX1 1DJ UK**