



Shop Policies – Reclamation

Shop Policy decides if Customer is offered Repair, Reimbursement, or Exchange for coupon or other goods.

Reclamation is valid for Production or Material Defects, not Defects caused by extreme wear-and-tear, inappropriate usage or handling

For Reclamation to be accepted, Customer must bring shoes for Examination

- Bring Receipt
- Both shoes, cleaned

Production and Material Defects such as

- Stitching or Gluing comes apart
- Small Elements become loose
- Insole becomes unglued or deformed
- Zipper break

Reclamation Process

1. Goods are sent for Repair. Customer is contacted to pick-up repaired Shoes.
Allow 2-3 week. During Holidays, please allow 3-5 weeks.
2. A) If same problem occurs in different area or other Shoe - Customer can decide to Repair or receive Shop Credit
B) If a New Problem occurs – Customer is offered option to Repair new problem or receive Store Credit
3. If none of above actions resolves issues, Customer can receive Store Credit or Refund.