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## New Shoes

**Please wear new shoes indoors at home for a trial period before wearing outside.**

Although our fitters are highly trained, feet can change shape throughout the day and can have growth spurts, it is important to try the shoes again indoors at home at different times before wearing outside. This will highlight any discomfort and avoid any blisters/pain on the first few days of school. Feet need to get used to a structured shoe especially if they have been wearing other footwear during holidays.

Please check feet after wearing indoors at home for any visible signs of abrasion - if there are any marks or concerns please return to our store with the child, shoes (incl box) and receipt for a check before wearing outside.

**Once shoes have been worn outside they have been deemed suitable and cannot be exchanged or replaced with a credit note/refund - please see overleaf (your statutory rights are unaffected).**

If the first wear is not for a while then please pop back for a fitting check to ensure you get the most from the shoes before wearing outside.

Children's shoes should be professionally checked for correct fit every 3-6 weeks for infants (0-3 years) 6-8 weeks (3-4 years) and 10-12 weeks thereafter. Our shoe fitters will always be happy to measure and only advise **IF** new shoes are required.

## Caring for shoes

1. Keep your child's shoes safe with Name labels - it can be a costly loss!
2. Protect them before they are first worn outside with waterproof spray or polish.
3. Never dry them on a radiator - fill with crumpled newspaper and allow to dry naturally.
4. If your shoes have a removable insole then please take them out and air them.
5. Take shoes off as soon as they are home - they can contain half an egg cupful of moisture
6. Remove dirt (especially wet mud) as soon as possible, giving them a wipe with a damp cloth on a nightly basis.
7. Clean on a regular basis with a nourishing wax polish/cream which will help to maintain the leather and create a waterproof barrier.

## Reservations & special orders

Stock shoes can be held for 24 hours before they are returned to our shelves. A non-refundable deposit is required for any special orders and these will be returned to our shelves if not collected within a communicated period.

## Self fit\*

In some circumstances we may mark your purchase as 'self fit (sf)' if you choose a pair that we do not consider the best fit, this will be made clear to you at time of purchase. Please note these cannot be returned.

## Returning faulty goods\*

Footwear should only be worn for the appropriate occasion and are designed for that purpose i.e. school shoes are not football boots or brakes for bikes. With normal wear and regular care they will last a reasonable length of time (at least until they grow out of them, this of course can vary).

A manufacturing fault will normally appear in the first few weeks of normal wear. After this time problems are normally deemed as wear and tear. Scuffing, holes in leather where there is no seam, loose decorative stitching or detached decorations are not manufacturing faults however in some instances a repair may be offered.

Any leather will not stand up to being scraped on a rough surface and are not designed for this activity so again the affect of this action is not a manufacturing fault.

Shoes are now constructed with light soles which often have air pockets in the heel. Heavy wear can expose this feature and this is considered normal wear and tear not a manufacturing fault.

When a fault is found please STOP wearing the goods as this can make the issue worse, contact the store immediately (phone/email/social media) for advice. The longer you leave it there is often less we can do as many manufacturers will not accept returns after a certain period of time.

We reserve the right to offer a repair or deduction of value to allow for wear.

## Returning goods due to fit\*

If the goods have not been worn outside then please return with the boxed goods, receipt and your child. If our shoe fitters determine the fit is correct then we reserve the right to offer a credit note.

## Returning unwanted goods\*

We do not refund unwanted merchandise but we will gladly offer an exchange or credit voucher (except sale goods) providing the goods are returned boxed, unworn and in a re-saleable condition within 14 days & with your receipt.

***\*Your statutory rights remain unaffected***



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