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# KnowledgeBuilder

*All Articles in All Categories*

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## Payments/Billing

### Do you accept payments with post pay card/Money order?

The only way for payments is by credit card at the moment. We do not accept money orders, cheques, Western Union/MoneyGram transfers or debit cards.

Your card must have one of the following logos on it:

- Visa
- Mastercard

## Returns/Exchanges/Refunds

### Returns/Exchanges/Refunds

### How do I go about returning a pair of shoes purchased that I do not fit / not satisfied?

Dear Customer,

After reading the below information, please fill in and submit this form for a quick and convenient processing of your return/exchange request (Opens in new window.)

Return/Exchange form link

#### RETURN PROCEDURE:

Return and refund requests are valid for 10 days after the delivery of the merchandise and provided that the shoes are returned in mint unworn condition.

Refunds are processed once the shoes arrive at our facility.

All returns and exchanges must be requested no later than 10 calendar days after receiving the product. The product must be sent back to Luxurysteps within 25 days from the date of delivery.

A little 20% restocking fee on the entire value of the order (itm(s) + shipping) will be applied when returning the goods to us.

We do not exchange or refund USED products.

We make free exchange with correct pair in wrong shipments. Any kind of full refund is not acceptable in any wrong shipment.

The shipping cost will be paid by Luxurysteps only and exclusively when the return is a result of our error. If you received a damaged or wrong merchandise, we advise you to immediately contact our Customer Service within and no later than 5 business days.

No fees are due if the return is caused by a fault on our part (wrong order shipped, etc.).

(\*) Please note that an exchange/return can be just requested once per order.

#### RULES ABOUT GOOD CONDITION:

Your purchase is shipped brand new. Items that you return to Luxurysteps must be in the same new condition as they were received. All returned items must be in their original state and deemed to be in unworn condition before they can be accepted for a total refund. The item must be returned in new and unused condition, in the manufacturer boxes and with all paper works (this includes

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warranties and authenticity cards) , parts and accessories (including dust bags) to insure full credit . NOTHING SHOULD BE TAPED TO THE BOX. The shoes or handbag box and any other items must be sent back inside a corrugated box (like the one it came in) to prevent any damage. Your return of merchandise will not be accepted if it is not sent back in the proper new condition. Returns not accepted will be disposed of or shipped back to you at your cost

Worn shoes are not exchangeable or returnable. If you are going to try on the shoes with your dress we ask that you wear stockings or socks, and only wear them on carpet. If the soles are scuffed from trying the shoes on at a fitting we cannot take them back.

The shoes must be returned in the same condition as they were received. Save the box that the shoes were shipped in! This is the best packaging to use for returns.

Shoes that have been dyed are not returnable or exchangeable.

We are not responsible for what could happen to the returned items during shipment back: if we receive them damaged we can't accept the return

[Return/Exchange form link](#)

## Security

### **How am I protected against credit card fraud?**

All transactions on our website is protected by a 128-bit SSL certificate.

That means your all personal and financial details (including your credit card number) are encrypted before being transferred from your computer to the real-time billing server.

None of your financial details are available to us or any third party or anyone except the billing bank.

You will be redirected to our secure pages during the checkout.

## Shipping

### **When will I receive my order? How long does the delivery take?**

Yes! Shipping (1-3 day service) is free for all orders placed from United States.

We charge additional \$30 for the countries listed below:

Netherlands, Canada, Spain, United Kingdom, UK, Austria, Belgium, Bulgaria, Czech Republic, Denmark, Finland, France, Holland, England, Ireland, Sweden, Italy, Switzerland, Luxembourg, Norway, Poland, Portugal, Albania, Croatia, Iceland, Russia, Slovakia, Slovenia, Ukraine

and \$60 for the countries listed below:

Australia, Brazil, Hong Kong, Japan

Delivery takes 3-10 business days from the time of placing the order.

### **What are the most common delivery/shipping issues&solutions?**

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PLEASE READ THE FOLLOWING CONTAINS IMPORTANT SHIPPING/DELIVERY TROUBLESHOOTING

## & TERMS OF SERVICE INFORMATION

We make use of Fedex for the US deliveries as they provide the highest quality service. However, at times issues can occur. These can mainly be summarized under these topics:

- > Inadequate shipping address provided by the customer
- > PO Boxes, APO/AFO Military addresses
- > Packages left at the front door (LFD's)

Inadequate shipping address provided by the customer

### Description:

At the time of shipping, we use the information provided by the customer during the checkout. If the information is inadequate/incorrect, there will be problems with the delivery as they are passed to the carrier company.

### Solution:

PLEASE BE SURE TO PROVIDE ADEQUATE/CORRECT DELIVERY INFORMATION COMPLETE WITH A VALID ZIP CODE & PHONE NUMBER YOU CAN BE REACHED AT ALL TIMES.  
PO Boxes, APO/AFO Military addresses

### Description:

Commercial carriers deliver only upon signature, so please make sure you only include complete addresses

### Solution:

PLEASE ONLY PROVIDE COMPLETE ADDRESSES DURING CHECKOUT. I.E. NO DELIVERY TO PO BOXES, AFO/APO ADDRESSES. WE WILL MAKE USE OF REGULAR GROUND POSTAL SERVICE FOR ANY MERCHANDISE THAT SHOULD BE DELIVERED TO SUCH ADDRESSES OF WHOSE DELIVERY MAY TAKE UP TO 15 DAYS.  
Packages left at the front door (LFD's)

### Description:

Even though we have agreed with Fedex that items may not to be left at the front door, at times it can happen. As a result, packages may get picked up by persons other than the customer.

### Solution:

IN CASE YOU CANNOT MAKE 100% SURE THE PACKAGE WILL BE ACCEPTED BY YOU, YOUR FAMILY OR YOUR COLLEAGUES, PLEASE MAKE SURE YOU GET IN CONTACT WITH FEDEX AS SOON AS POSSIBLE WITH THE TRACKING NUMBER SUPPLIED BY LUXURYSTEPS SHIPPING DEPARTMENT.

PLEASE BE UNDERSTANDING THAT LUXURYSTEPS.COM CANNOT BE HELD RESPONSIBLE FOR PACKAGES LEFT AT FRONT DOOR / DELIVERED TO INCORRECT RECEIVERS.

AFTER RECEIPT OF THE TRACKING NUMBER BY THE CUSTOMER, IT IS THEN HER/HIS RESPONSIBILITY TO GET IN CONTACT WITH FEDEX AND FIX A CONVENIENT DELIVERY DATE/TIME.

## **Is shipping really free of charge?**

Is shipping free on charge?

All orders placed from United States is eligible for Fedex or Aramex International Priority Delivery service, which means the fastest and most convenient delivery service is available for your on your order, free of charge!

You will automatically be submitted the tracking number via the Fedex Information System and Luxurysteps update messages once your order has been shipped.

We charge additional \$20 for the countries listed below:

Austria,Belgium,Denmark,France,Netherlands,United Kingdom,Ireland,Spain,Switzerland,Liechtenstein,Luxembourg,Monaco

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and \$40 for the countries listed below:

Albania, Belarus, China, Estonia, Indonesia, Philippines, India, Croatia, Iceland, Latvia, Lithuania, Macedonia, Moldova, Russian Federation, Slovakia, Slovenia, Thailand, Ukraine, Finland, Norway, Portugal, Bulgaria, Czech Republic, Hong Kong, Canada, Hungary, Poland, Romania

and \$60 for the countries below;

Bahamas, Barbados, Brazil, Puerto Rico, Trinidad and Tobago, Virgin Islands (U.S.), Virgin Islands (British), Australia, Bangladesh, New Zealand

Delivery takes 3-10 business days from the time of placing the order depending on the stock availability of the item.

## Sizing

### **How is the Prada sizing schedule?**

Please note that due to the Prada sizing schedule, Prada sneakers run one size larger than US sizes. If it says "9" inside a Prada sneaker, it is indeed a US size "10".

Our website features already made conversion on the size select dropdown list. You just select from the dropdown your country/size (UK, US or EU).

Prada sizes are the same as UK sizes.

For women's shoes, European sizes are used. You'll never see a 6 or 7 inside a Prada shoe.

WOMEN'S  
EU 36 (US6)  
EU 37 (US7)  
EU 38 (US8)  
EU 39 (US9)  
EU 40 (US10)

For men's shoes, UK size schedule is used which runs one size smaller than the US size:

UK 6 (US7/EU40)  
UK 7 (US8/EU41)  
UK 8 (US9/EU42)  
UK 9 (US10/EU43)  
UK 10 (US11/EU44)  
UK 11 (US12/EU45)  
UK 12 (US13/EU46)  
UK 13 (US14/EU47)

### **Do Prada shoes run small/normal/large?**

Prada shoes are very comfortable and classified as not narrow, not too large but just in the middle.

Not narrow as dress shoes, not large as running sneakers. Just normal.

### **Do you have half sizes?**

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To be able to keep our stock low, and provide you with competitive prices we do not carry half sizes. However, if you need to order a US men's 11.5, we advise you order a US 12/Prada 11 (see the Prada sizing article in KB). It is the best fit.

## Company/Product Information

### **Luxurysteps company information**

Luxurysteps is an online shoes/accessories retail website. Owned by Modaroma Sanal Mag. ve Tic. Ltd., it operates in Istanbul, Turkey and is a legally registered manufacture/trading company under the Turkish Chamber of Commerce.

Modaroma Sanal Mag. Tic. ve Ltd. Sti.

Halaskargazi Cad. Zafer Sok. No. 48  
Nisantasi/Istanbul/Turkey

The customer support phone line can be found at the main page, they can be reached between 9:30 - 18:30 CET +2

### **Luxurysteps product/manufacture information, employee policy**

Merchandise on the luxurysteps website has not been manufactured under supervision/permission of the respective trademark owners, and thus are OEM products/factory variants.

Luxurysteps manufacture processes and sales are fully taxed by the government and employees are under the insurance coverage where applicable.

1.st quality workmanship and materials are used in production, of which none contain any health threatening substances.

Manufacturing facility employees are insured and operate under fair-treatment policy.