
KnowledgeBuilder

Returns/Exchanges/Refunds Category
Returns/Exchanges/Refunds

Contents

Returns/Exchanges/Refunds	1
<i>How do I go about returning a pair of shoes purchased that I do not fit / not satisfied?</i>	1

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 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](#)