

Returns Note

We're sure you'll fall in love with your gorgeous, handmade shoes from Petite Shoe Boutique the moment you slip your feet into them. However, if there's any reason why you're not happy with your purchase, please return your shoes to us within 14 days, in the original condition, with all packaging and the protective film on the sole still intact. We'll happily either exchange them for another size or style or, if you'd prefer, give you a full refund.

Please included this returns note in your parcel.

1. Choose what would you like to do.

Exchange: Credit Note: Refund:

2. Please tell us your reason for return.

Too big: Too small: Not as expected: Faulty Item: Other:

If other please specify your reason here:

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Want an exchange? Please tell us the style, colour and size you'd like here:

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3. We recommend that your shoes be returned by normal registered post and not special delivery, and that you get proof of postage.

4. Goods are considered 'faulty' if they're damaged when they arrive, or if a manufacturing fault occurs within 3 months of purchase. Goods that are damaged due to wear and tear are not considered faulty and, as such, cannot be exchanged for a replacement item or a refund. If you'd like to exchange faulty goods, please note we can only replace them for the same product, in the same size (subject to availability) or offer to repair the faulty goods.

5. Please return your shoes with all the original packaging, using the return address label attached.

Your Name:

Telephone Number:

Email Address:

Order Number (if known):