

## Return and Refund Policy

- All Gen Nee shoes should be returned in an unmarked, unused condition with the original packaging for a refund or an exchange for a more suitable size (free of charge but subject to availability)
- Any items that have been altered or repaired by an external repair service will not be accepted for a refund or exchange.
- Shoes should be tried on a carpeted surface and kept in dust bags until you are certain you are keeping them. Shoes that are returned without a box, in a damaged box or with marked soles may not be accepted, and may be sent back to you.
- We ask for a £10 flat shipping fee that will cover the return from you to us and the shipping of the exchanged item back to you. In case of flash sales, the shipping costs of an item returned for an exchange of size will be paid entirely by the customer.
- If you are based in the EU under the Consumer Protection (Distance Selling) Regulations 2000 (DSRs), you have the right to cancel your order with us, provided you give us written notice within 14 working days of receipt.
- In case of a refund, all undamaged, correctly returned products will be credited to the original purchaser's account. In this case we ask for a £4.5 flat shipping fee
- If anything is not clear, please drop us a line