

Returns/ Exchanges form

www.oliviashoes.hu

You may return / exchange any purchased items within 180 days of delivery at your own postage cost. The item(s) must be returned undamaged and in original condition.

Please send the item (s) you wish to return/ exchange along with this form and original invoice to:

OLIVIA SHOES - MISSQ

Király utca 44,
1064 Budapest
Magyarország
+421 905 866 400

Returns Details

Name : _____

Phone number : _____

Contact email : _____

Address : _____

Bank account number: _____

Order number: _____

I would like to (Please circle) : Refund / Exchange

Reason for refund / exchange

Items you would like to return:

Product name (return)	Colour	Size

Exchange for these products:

Product name (exchange)	Colour	Size

Returns/ Exchanges that are damaged, soiled or altered will not be accepted and will be sent back to the customer. Olivia shoes s.r.o will not take responsibility for any packages which we do not receive at our end. Thank you.

Date: _____

Your signature: _____



OLIVIA SHOES

ABOUT OUR WARRANTY

We stand behind everything we make, including our footwear and handbags. Our product are under **24 months** warranty.

Footwear requires care if they are going to perform and wear the way they were intended. Olivia shoes s.r.o is not responsible for any shoes/boots/flips that are abused or show normal wear and tear over time. Scratches and abrasions are inevitable under routine use. Outsoles support many times our own bodyweight and will wear down overtime.

How a shoe wears will vary from person-to-person as well as from shoe-to-shoe and depends on intended product use. Factors such as gait, weight, load and terrain have a dramatic effect on wear. Approach shoes that utilize climbing rubber are designed for specific conditions and will generally experience faster wear time than standard rubber outsoles, especially when worn daily for casual use on cement and carpet. All shoes will inevitably show wear and tear. This is not considered to be defective. Please note that carpet and cement wear rubber considerably faster than natural surfaces. Taking time to take care of your shoes will allow them to perform at their peak as long as possible. Here are some tips to extend the life of your shoes.

- All of our shoes can be cleaned using mild soap and water. Remember to remove footbeds and laces, and to thoroughly rinse off any soap
- To remove dirt, stains etc., use a clean rag or bristled brush
- Do not put shoes in the washing machine or dryer
- When the shoes are still damp, apply a DWR (durably waterresistant finish) or leather conditioner ; be sure to use the right treatment for the right leather (suede, nubuck, smooth leather).
- Allow shoes to dry at room temperature over night. DO NOT dry shoes near heat sources such as space heaters, open fires, or hair dryers.
- Intentional misuse
- Fit issues that arise after the shoes have been used. Fit issues should be resolved before the shoes hit the trail. If you are in doubt about the fit of your new shoes, we suggest wearing them around the house for a few hours.
- Returns on products which show normal wear and tear, these are "worn" not defective
- Any damage incurred from washing machines or do-it-yourself repairs. For example, cutting or removing tags from waterproof footwear will immediately compromise the waterproofing.

Product information:

Type: shoes handbags

Material: smooth leather patent leather nubuck / suede
 textiles synthetic materials

Use: fashion shoes cold weather casual shoes
 summer shoes

Product name:

Size:

Date:.....

Sign: