

Return Policy

Our commitment...

Since 1934, we have maintained our commitment to providing quality products and outstanding service with fitting expertise. Our guiding principles are fairness and respect for our customers. We will make every reasonable effort to ensure that our customers are satisfied. Our return policy is as follows...

1. Proof of purchase (bill of sale or gift receipt) must be included when making a return. No returns will be accepted if we can not verify the original purchase.

We maintain an extensive database which retains all purchase information based on our customer's phone number. If a phone number is not given at time of purchase, we cannot verify the purchase if a receipt is lost.

2. Returned items must be in unused condition, with all original packaging and accessories intact. In the event of a manufacturing defect, we will gladly repair it. If it can not be repaired we will exchange it for the identical item. If the item is no longer available a credit note will be issued. The credit note value will be affected by date of original purchase, credit value available from manufacturer and amount of wear. This value will be approved from head office ONLY.
3. It is imperative that items are returned promptly.
4. Full priced merchandise may be returned or exchanged within 30 days of the purchase for a refund to the original method of payment or a credit note will be issued if the original method of payment can not be determined.
5. Sale priced merchandise may be returned or exchanged within 7 days of the purchase for a refund to the original method of payment or a credit note will be issued if the original method of payment can not be determined.
6. If a regular priced item's price is reduced within 7 days of your purchase we will honor the new sale price by refunding the difference to the original method of payment. This does not apply to sale priced merchandise.
7. Please note that the item price and applicable taxes will be refunded. Shipping, handling or COD charges will not be refunded unless an error occurred on our part, or merchandise is defective and can not be replaced.
8. We are happy to special order shoes that we do not carry and are still available from our supplier. Special orders can NOT be returned unless defective. Extra shipping charges may apply to special orders.