



By Appointment to: HM The Queen
Manufacturers of Men's Footwear
Loake Bros. Ltd.

Loake

SHOEMAKERS

Tel: 01536 415411
Email: customerrepairs@loake.co.uk

Loake Bros Ltd
Bartley Drive
Telford Way Ind.
Est. Kettering
Northamptonshire
NN16 8UT

Loake Factory Repair Service

Our factory repair service can be accessed by posting your shoes direct to our Bartley Drive address. Please complete the returns form (below) and enclose it with your shoes.

On arrival, the shoes are inspected and placed on the original lasts. Our skilled factory staff rebuild the shoes using new long soles and heels, to the original factory specification. The uppers are refinished as best possible and new laces are included. Please check <https://www.loake.com/repairs/> for the expected completion timeframe, and for details of any factory holidays.

Payment in advance for repair work can be made through the Loake website, by purchasing online:
<https://www.loake.com/repairs/>

Payment can also be accepted via cheque made payable to Loake Bros Ltd, or over the telephone on 01536 415 411 with a Visa or MasterCard, to be arranged prior to commencing repair.

We offer postage (Within the UK only) to and from the factory via Royal Mail as part of the repair service price. Please package your shoes appropriately and securely and visit the Royal Mail website link below to generate and print your own returns label:

Royal Mail <https://www.royalmail.com/track-my-return/create/1372>

Please retain your postage receipt until Loake have confirmed we have received your footwear for repair. Loake will email you upon receipt of the shoes to confirm the completion date for your repair.

Please include your pre-paid order number on the Royal Mail label and Repairs Form if you have pre-paid for your repair via the Loake website.

Please use your name as the 'order number' on the Royal Mail Label if your repair is NOT pre-paid.

Although there are normally no issues in repairing Loake shoes, we will not know if a repair can be completed until the shoes have been examined first hand. Some types of shoes such as boat shoes cannot be repaired; if in doubt please contact Loake to confirm.

Please remember that when you send your shoes back in for repair, they will be closely examined, by hand, by our repair team. If you could please remove dirt with a damp cloth before sending them in, that would be appreciated. Shoes that are excessively muddy and/or unpleasant to handle will be returned to you without being processed.

Once we deem the shoes repairable and proceed with the repair, if subsequently the repair cannot be completed, or the shoes are damaged during repair in our factory, we will replace the shoes with a new equivalent at the cost of repair.

Please note that we will not be able to repair footwear not originally produced by Loake, we cannot repair shoes that have previously been repaired by a third party, nor can we return shoes in their original boxes.

When returning shoes, please complete this section and include it in the box

PLEASE INCLUDE YOUR PRE-PAID ORDER NUMBER IF APPLICABLE:

PRE PAID ORDER NUMBER

Tick as appropriate

Sole & Heel Repair - £125.00

Heel Only Repair - £55.00

(Prices includes VAT & return delivery within the UK, Prices apply within the UK only)

Name: _____

Return Address: _____

Postcode: _____

Telephone No: _____ Email: _____

Style Name / Description: _____

Style Size: _____

Specific Instructions, Change of Sole Type Etc:

****PLEASE NOTE**** We will NOT be able to return shoes in their original boxes (new boxes will be supplied). We cannot guarantee return of any shoe trees, shoe bags, or additional insoles etc included with your shoes when sent to us.