



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

Loake
S H O E M A K E R S

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

Return Address:
Loake Bros Ltd
Wood Street
Kettering
Northamptonshire
NN16 9SN

The following applies to www.loake.com website or telephone mail order purchases only :

If, for any reason, you are not entirely satisfied with your Loake order you may return it to us within 28 days **FREE of charge** via Royal Mail for a full refund or exchange as appropriate.

Please note that orders placed online or over the telephone CANNOT be returned to our stores.

It is very important that items to be refunded or exchanged are returned to us in a saleable condition. When trying items on, please do not crease the uppers or scratch the finish on leather soles. Shoes will not be accepted for return where there is wear visible to the sole. Please return any items in the original packaging with any labels, tags, etc. still attached.

Please repackage the shoes as appropriate and visit the Royal Mail link below to generate and print your own returns label and attach securely to the parcel. Royal Mail parcels will need to be taken to a Royal Mail Post Office.

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

On receipt of your return, we will refund to the original method of payment the full price paid for the items returned to us. Exchanges are sent free of postage charges (exchanges can be delivered within the UK only).

Please note it can take up to 14 working days for your return to be processed.

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

Order Number (as it appears on your Packing Note & Invoice)

Name: _____

Delivery Address: _____

Postcode: _____

Telephone No: _____ Email Address: _____

Style(s): _____

Size(s): _____

Please Refund / Exchange for* (delete as appropriate): _____

Reason for return _____

*Exchanges are subject to stock availability, we will contact you via telephone or email if your requested item isn't available.