



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: web.enquiries@loake.co.uk

Return Address:

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

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, subject to our terms and conditions. (Free returns UK only)

For the duration of the sale period commencing 13th July 2023 please note we are unable to offer exchanges.
If you return new goods in their original state, you will receive a refund and you will need to reorder if you require a different size or style.

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

It is very important that items 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.

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)

Reason for return – Please tick one :

- | | | |
|--|---|---|
| <input type="checkbox"/> Too Large W1 | <input type="checkbox"/> Wrong Item In box W9 | <input type="checkbox"/> Miss Pick W8 |
| <input type="checkbox"/> Too Small W2 | <input type="checkbox"/> Damaged or Faulty W6 | <input type="checkbox"/> Ordered Multiple Items W10 |
| <input type="checkbox"/> Not Like Photo W3 | <input type="checkbox"/> Arrived Too Late W7 | <input type="checkbox"/> Unwanted Gift W11 |

Additional Comments _____

