

Return Policy

Order Cancellation

We understand that it is a very important undertaking to order the perfect shoes for your special occasion, and our cancellation policy was formulated with this in mind. However, it is important to note that our shoes are made to order. Once the production process has begun, the materials cannot be reused. Please be informed that after placing your order, there is still time to change your mind. For details, please refer to our cancellation policy below.

Cancellation Policy

- Orders cancelled within 12 hours of payment confirmation will be eligible for a partial refund consisting of full shipping cost and 90% of product purchase price.
- Orders cancelled within 12-24 hours of payment confirmation will be eligible for a partial refund consisting of full shipping cost and 80% of product purchase price.
- Orders cancelled within 24-48 hours of payment confirmation will be eligible for a partial refund consisting of full shipping cost and 50% of product purchase price.
- Orders cancelled beyond 48 hours after payment confirmation will be eligible for a refund of full shipping cost only.
- Once your order has been shipped, it can no longer be cancelled.

If you would like to cancel your order, please contact us to proceed.

Actions	Time Frames	Amount Refunded	
		Product	Shipping Cost
Cancellation	Within 12 hours of order confirmation	90%	100%
	Within 12-24 hours of order confirmation	80%	100%
	Within 24-48 hours of order confirmation	50%	100%
	Over 48 hours, not shipped	none	100%
	Order shipped	none	none

Replacement

Your satisfaction is of utmost importance to us. Upon arrival of your package, it is suggested that you check the shoes to make sure they have been made in accordance with your order specifications. Please try on your shoes as soon as possible without altering, damaging, stretching, dirtying, or removing the tag. Please note that you need to contact us to initiate the returning process.

You will be responsible for all return shipping costs.

Defective, Damaged or Mis-shipped Items

You are qualified to get a full refund if your items are defective, damaged or mis-shipped. If you believe your items were damaged during delivery, you must obtain "Proof of Damage" documentation from your delivery carrier, which should be included in your returned package.

Item is the size you ordered but does not fit

Please understand that items that do not fit properly but in accordance with the specifications you ordered can be exchanged. Exchanges will only be approved for the same specification as the initial order. Style, Colour and Heel Height can not be altered in the event of an exchange. Exchanges are exclusively for the change of shoe size only.

Colour Mismatch

The settings of your computer screen may alter the colour of the pictures shown on the site. Slight colour aberration may not mean that the shoes are defective or mis-shipped. However, if you are positive that you have received the item in a wrong colour, please contact us to see if an exchange may be possible.

As all items (including standard size) are made-to-order, we cannot afford to accept the 'buy-many-keep-one' purchase. Our customer service team may cancel or be in contact about an order believed to have been made with that intention.

Any items approved for exchange will be subject to the same delivery times as per the initial order, as each pair of shoes are made to order.

Return Process

1. Once our Customer Service has approved your request, we will provide you with a return address as well as a Product Return Form that must be filled in and included with your return. Please send the item(s) by a carrier of your choice within 3-5 business days upon receiving the return form. Please keep the tracking number safe. Payment for carriage is the returners responsibility.
2. All the return item(s) will go through inspections. We will process the refund when we confirm that the product has the problems you mentioned. Once the refund has been processed by us, it usually takes 10-15 business days for the funds to be credited to your account, depending on your bank or payment service. Your bank or payment service may levy a small transaction charge.
3. Original shipping fee & return shipping fee will not be refunded.

Please Note: we reserve the right not to process the refund if items are returned in an unacceptable condition.