



## **RETURNS POLICIES – SOFTER**

### **ACCEPTABLE RETURNS / EXCHANGES**

#### **FAIR WEAR AND TEAR POLICY (7 MONTHS FROM PURCHASE)**

- 1.1. SOFTER WILL TAKE ALL STEPS REASONABLY NECESSARY TO ENSURE THAT ORDERED ITEMS ARE DELIVERED TO YOU IN TERMS OF OUR QUALITY GUARANTEE.
- 1.2. ARE REASONABLY SUITABLE FOR THE PURPOSES FOR WHICH THEY ARE GENERALLY INTENDED I.E UNIFORM SHOES.
- 1.3. ARE OF GOOD QUALITY, IN GOOD WORKING ORDER AND FREE OF ANY DEFECTS.
- 1.4. WILL BE USABLE AND DURABLE FOR A REASONABLE PERIOD OF TIME (HAVING REGARD FOR THE USE TO WHICH THEY WOULD NORMALLY BE PUT AND TO ALL THE SURROUNDING CIRCUMSTANCES OF SUPPLY); AND
- 1.5. AS MUCH AS WE PRODUCE AND SUPPLY THE GOODS AT HIGH QUALITY, WE IN TURN EXPECT AN APPROPRIATE LEVEL OF CARE, SUCH AS REGULAR POLISHING AND UNDOING LACES/BUCKLES TO BE ADHERED TO. CARE INSTRUCTIONS ARE IN EACH SHOEBOX OR ATTACHED TO THE SHOES, AS WELL AS ON OUR WEBSITE.
- 1.6. IF AN EXCHANGE IS GRANTED IT WILL BE DONE FOR THE SAME SIZE SHOE THAT WAS ORIGINALLY PURCHASED.
- 1.7. A COPY OF PROOF OF PURCHASE IS TO BE INCLUDED IN THE REQUEST FOR RETURN.
- 1.8. ALL THE RELEVANT INFO MUST BE SENT THROUGH TO [ADMIN@SOFTER.CO.ZA](mailto:ADMIN@SOFTER.CO.ZA)

#### **MANUFACTURING DEFECTS (WITHIN 7 DAYS OF PURCHASE)**

- 2.1. IN THE EVENT THAT YOU FIND A MANUFACTURING DEFECT WITHIN SEVEN (7) DAYS OF RECEIPT OF YOUR PURCHASE AND WISH TO RETURN THE ITEM(S), YOU MUST:
- 2.2. RETAIN THE ITEM(S) IN THE RECEIVED CONDITION;
- 2.3. RETAIN THE ORIGINAL PACKAGING AND ALL DOCUMENTATION THAT WAS INCLUDED ON OR WITHIN THE PACKAGING.
- 2.4. YOU ARE REQUIRED TO ADHERE TO THE CARE INSTRUCTIONS AS ATTACHED TO THE ITEM(S), AND FAILING SUCH CARE INSTRUCTIONS BEING ATTACHED, TO HANDLE AND CARE FOR THE ITEM(S) AT A LEVEL OF CARE THAT WOULD REASONABLY BE EXPECTED IN RESPECT OF THE ITEM(S) IN QUESTION. .
- 2.5. IF AN EXCHANGE IS GRANTED IT WILL BE DONE FOR THE SAME SIZE SHOE THAT WAS ORIGINALLY PURCHASED.
- 2.6. A COPY OF PROOF OF PURCHASE IS TO BE INCLUDED IN THE REQUEST FOR RETURN.
- 2.7. ALL THE RELEVANT INFO ALONG WITH PHOTOGRAPHIC EVIDENCE OF THE DEFECT MUST BE SENT THROUGH TO [ADMIN@SOFTER.CO.ZA](mailto:ADMIN@SOFTER.CO.ZA)

#### **INCORRECT SIZING (WITHIN 7 DAYS OF PURCHASE)**

- 3.1. IF YOU DISCOVER A SIZING ISSUE WITHIN SEVEN (7) DAYS OF YOUR PURCHASE WITH THE ITEM(S) AND WISH TO RETURN THE ITEM(S) FOR THE CORRECT SIZE, YOU MUST:
- 3.2. RETAIN THE ORIGINAL PACKAGING AND ALL DOCUMENTATION THAT WAS INCLUDED ON OR WITHIN THE PACKAGING.
- 3.3. KEEP THE ITEM(S) IN THE THEN CURRENT CONDITION AND NOT MAKE FURTHER USE OF THE ITEM(S); AND

3.4. IDENTIFY, IN WRITING, THE SPECIFIC NATURE OF THE APPARENT SIZING ISSUE AND THE DATE ON AND MANNER IN WHICH YOU BECAME AWARE OF SUCH.

3.5. A COPY OF PROOF OF PURCHASE IS TO BE INCLUDED IN THE REQUEST FOR RETURN.

3.6. IN THE CASE OF A CHANGE IN SIZE BEING REQUIRED, THE CUSTOMER IS RESPONSIBLE FOR THE APPROPRIATE COURIER FEES (BOTH FOR THE REPLACEMENT PAIR OF SHOES BEING SHIPPED, AS WELL AS THE SHOE BEING RETURNED), UNLESS THE INCORRECT SIZE WAS SHIPPED BY SOFTER.

3.7. ALL THE RELEVANT INFO MUST BE SENT THROUGH TO [ADMIN@SOFTER.CO.ZA](mailto:ADMIN@SOFTER.CO.ZA)

#### **UNACCEPTABLE RETURNS / EXCHANGES**

4.1. IF THERE ARE VISIBLE SIGNS OF ABUSE OR LACK OF CARE THEN NO CLAIM WILL BE ENTERTAINED. (REFER TO THE FAIR WEAR AND TEAR POLICY ABOVE).

4.2. IF GOODS BECOME DEFECTIVE WITHIN THE WARRANTY PERIOD AND THE CARE INSTRUCTIONS WERE NOT FOLLOWED THEN WE WILL UNFORTUNATELY NOT BE ABLE TO ENTERTAIN A CLAIM.

4.3. IN THE CASE OF A PAIR OF SHOES BEING RETURNED FOR AN EXCHANGE IN SIZE, BUT ON INSPECTION SEEN TO BEEN WORN, AND THEREFORE UNSALEABLE, A REPLACEMENT WILL NOT BE ACTIONED.

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