



PLEASE CHECK YOUR ORDER

Please check your order against the packing slip details overleaf. If you have placed an order for more than one pair of shoes your order may arrive in two parcels. If something isn't right we want to be able to resolve it quickly, please contact us straight away hello@callashoes.co.uk

CUSTOMS FEES

Please note that all shipments from the UK to destinations outside the UK may be subject to import duties and taxes which are levied by the importing country at the time the shipment arrives. All applicable dues, fees and additional charges for customs clearance are your responsibility.

UK RETURNS ARE FREE

1. Simply complete this returns form with the reason for return and which items you are returning.
2. Ensure your goods are securely wrapped using the postage box your shoes were delivered in and the completed returns form is enclosed.
3. Email us at returns@callashoes.co.uk to arrange your return.
4. It usually takes between 3-8 working days from the receipt date to receive items and process refunds.

CUSTOMERS OUTSIDE THE UK

1. Please return your item to arrive with us within 28 days of receipt
2. Simply complete this returns form with the reason for return and which items you are returning.
3. Ensure your goods are securely wrapped using the postage box your shoes were delivered in and the completed returns form is enclosed. Send the parcel to: Calla Ltd. RETURNS. Unit C, Western Avenue, Matrix Park, Chorley, Lancs. PR7 7NB United Kingdom
4. Make sure you obtain a 'proof of postage' certificate which you should retain until you've received your refund (sorry but we can't accept responsibility for goods lost in transit).
5. It usually takes between 3-8 working days from the receipt date to receive items and process refunds.

EXCHANGES

If you would like to exchange an item please contact us first at returns@callashoes.co.uk. Usually you will need to return the original item and then place a new order. You will receive a full refund for the original item, according to our refund policy.

REFUND POLICY

The products you return must be in new and unworn condition with all the original packaging and tags still attached. We do not accept any item with any indication that it has been used. In such cases, the item will be returned to you.

If you wish to receive a refund we will re-credit the original purchaser's credit card for the sum paid less any taxes and duties and less the postal costs.

CALLA are not responsible for any item that is not returned in the manner set forth above and we cannot accept responsibility for packages until we are in possession of them. Your statutory rights as a customer remain unaffected.

RETURN REASON CODES:

1	Too big	5	Quality	9	Arrived too late
2	Too small	6	Unsuitable/not as expected	10	Don't like it
3	General fit	7	Wrong item sent (correct on invoice)	11	Parcel damaged in transit
4	Colour not as expected	8	Faulty or marked item	12	Other – please tell us.

Please complete the following and return with your item/s:

Invoice number (can be found on your order confirmation email): _____

Customer name: _____

Email address: _____

ITEMS RETURNED

Product description	Quant	Reason code	Exchange /refund	Value