

16th May 2023**IMPORTANT CHANGES TO SHOE RETURNS****Bondline Electronics Shoe Policy June 2023**

- Expected lead time is approx. 3-4 weeks, our order is grouped and placed with Abeba every Friday providing we have their MOQ of 10 pairs. If the chosen model is not in stock in Abeba's warehouse, lead time could extend to up to 6-8 weeks for manufacture.
- Shoes bought from our Abeba range can be returned and exchanged for different sizes or styles of shoe.
Unfortunately, as of June 2023 all returned shoes will immediately have a 25% re-stocking fee. (Subject to a carriage / delivery charge) Any Abeba shoes returned for exchange must be unworn, in pristine condition and in the original packaging.
- Any exchange/ return must be made within 14 days from receiving. The returned shoe form must be filled out with all returns as acceptance of the re-stock fee. This fee has been enforced on all our returns to Abeba, as well as our rising administrative handling and freight costs to return the shoes to Germany.
- Shoes must be returned at customers cost and the original carriage charge for the shoes being returned will not be refunded/ credited.
- Discontinued shoes unfortunately cannot be returned.
- Shoes cannot be returned directly to the manufacturer as they will not be credited.
- If any shoes are found to have a fault, these will be replaced free of charge or a credit will be raised for the purchase price of the shoes.

Apologies for any inconvenience due to these changes, we recommend if shoes do not fit, they could be used for visitors or other employees if the re-stock fee isn't accepted.

We have not increased our prices since our last 2 price rises from Abeba.

*Victoria Blizzard
Director*

