

Completely Awesome Shoes Return / Exchange

Returns are not normally accepted unless there is a manufacturing fault with the product. This is because shipping and exchange costs make it uneconomic, substitutes may not be available or prices for replacements may significantly differ.

Generally it works out more economical to resell them yourself.

However if you would like to exchange your purchase, standard exchange terms are as follows :

Exchange for Another Size or Style

Exchange to be arranged within 10 days of purchase.

Buyer to pay all shipping costs and any price variations (if variance is negative then a credit will be applied to account).

\$10.00 exchange fee. (Waived with any additional shoes or boots purchased at the same time).

Steps

Step 1

Determine what you would like to exchange for and email details.

Step 2

I will advise availability and cost of selected alternative pair(s) + shipping.

Step 3

Return shoes or boots to be exchanged suitably packaged to arrive in original condition.

Address to send to is :

CAS
J Jansen
990 Camerons Line
RD 5
Feilding 4775

Estimated retail shipping cost, you will need to pay, for return is \$11 - \$35 depending on what shipping method you use. Courier is recommended. NZ Post is acceptable but inherently a bit slower and riskier for you to confirm delivery or make a claim should they go astray. As the shipper it will be up to you to follow up if there are any problems.

Step 4

Once the shoes or boots arrive they will be checked. They must be in original condition and resalable as new, i.e., Original sizing stickers present, internal packing materials, no signs of wear, scuff marks, creases, stains, etc.

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Assuming they are in original condition a credit for the original sale price of the shoes or boots, excluding shipping, less exchange fee, will be applied to the price of another new pair.

If they are not in original condition then the return maybe rejected or an adjustment made.

Step 5

I will advise how much (if any) the difference is to be paid for the new pair(s) + shipping. Once payment clears and new shoes or boots are available, the new order will be dispatched.

NB: If another pair (or pairs) of shoes or boots are purchased at the same time I will advise a special discounted price and shipping for you.

If you decide to keep the shoes or boots but would like to buy another pair, as a repeat customer I can offer you a discount off the list price, excluding shipping and clearance items, for the additional pair(s).

Sizing Considerations

All Pleaser shoes and boots are in US whole sizes only. No half sizes. If you need a half size then it is best to go up to the next size and use a combination of heel grips and halter (inserts) to take up the slack if required.

Please note that the Teeze style and range are a narrower fit than normal so it maybe necessary to take one size larger than normal (unless feet are narrow).

General comment - Sandal Styles

Some people find that with sandal styles they can often take a size, which is a half to full size smaller than they would take for an enclosed shoe.

Below is a size conversion guide.

M/W indicates Men's or Women's Sizes. Other systems are for either gender.

System		Sizes												
U.S. & Canada	W	5	6	7	8	9	10	11	12	13	14	15	16	17
	M	3	4	5	6	7	8	9	10	11	12	13	14	15
Europe		35	36	37	38	39	40	41	42	43	44	45	46	47
U.K.		2	3	4	5	6	7	8	9	10	11	12	13	14
Australia & NZ *	W	3.5	4	5	6.5	7.5	8.5	9.5	10.5	11.5	12.5	13.5	14.5	15.5
	M		3.5	4.5	5.5	6.5	7.5	8.5	9.5	10.5	11.5	12.5	13.5	14.5
Japan	W	21	22	23	24	25	26	27	28	29	30	31	32	33
China	W	35.5	37	38	39.5	41	42	43.5	45	46	47.5	49	50	51.5
Russia	W	33.5	34.5	35.5	36.5	37.5	38.5	39.5	40.5	41.5	42.5	43.5	44.5	45.5
Mexico				4	5	6	7	8	9	10	11	12	13	14
Inches		9	9¼	9½	9¾	10	10¼	10½	10¾	11	11¼	11½	11¾	12
Centimetres		22.8	23.5	24.1	24.8	25.4	26	26.7	27.3	27.9	28.6	29.2	29.8	30.5

Centimetres is the length of the average foot that the shoes are made for.