



By Appointment to: HM The Queen
Manufacturers of Men's Footwear
Loake Bros. Ltd.

Loake

SHOEMAKERS

Tel: 01536 315900
Email: store@loake.co.uk

Loake Bros Ltd
Wood Street
Kettering
Northamptonshire
NN16 9SN
England

If, for any reason, you are not entirely satisfied with your Loake shoes you can return them to us within 28 days **FREE of charge** via CollectPlus for a full refund, or exchange as appropriate.

It is very important that items to be refunded are returned to us in a saleable condition, so, when trying them on, please do not crease the uppers or scratch the finish on leather soles. They must be unworn and still in the original packaging with any labels, swing-tags, etc. still attached.

Please complete the returns form (below) and enclose it with your shoes.

Please repackage the shoes as appropriate and visit <https://www.collectplus.co.uk/returns/new/loakeshoemakers> where you can create a CollectPlus returns label. Please attach this securely to the parcel, and take it to your nearest participating CollectPlus drop off point, where you will be provided with a receipt and tracking details.

If you are returning more than 4 pairs of boots or shoes please split these into two or more packages, each will need its own label.

On receipt of the returned goods, we will refund to the original method of payment the full price paid for the items returned to us. If you wish to order replacements, these will be sent to you free of carriage charges (UK only).



When returning shoes, please complete this section and include it in the box

Order Number (as it appears on your packing note and invoice)

Reason for return: _____

Please refund/exchange for _____

(Delete where appropriate) _____

Name: _____

Address: _____

Postcode: _____

Telephone No: _____ Email: _____