

Loake Shoemakers  
Bartley Drive, Telford Way  
Kettering, Northamptonshire  
NN16 8UT



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

Tel: 01536 415411  
[Web.enquiries@loake.co.uk](mailto:Web.enquiries@loake.co.uk)

The following applies to [www.loake.com](http://www.loake.com) website or telephone purchases only:

If, for any reason, you are not entirely satisfied with your Loake order you may return it to us within 28 days FREE of charge via Royal Mail for a full refund, subject to our terms and conditions. (Free returns apply within UK only)

Please note that orders placed online or over the telephone CANNOT be returned to our stores.

**It is very important that items to be refunded are returned in a saleable condition.**  
**When trying footwear on, please do not crease the uppers or scratch the finish on the soles.**

**Items will not be accepted for return where there is wear visible.**

Please return any items in the original packaging with any labels, tags, etc. still attached.

Please repackage the shoes as appropriate and attach the Royal Mail returns label securely to the parcel.

You may generate a free Royal Mail returns label here: <https://www.royalmail.com/track-my-return#/details/1372>

Parcels can be taken to a Royal Mail Post Office, or you can arrange a collection via Royal Mail here:

<https://send.royalmail.com/collect/youritems>

**Please note - you will need to retain your proof of postage receipt from the Post Office, Loake cannot be held liable for any missing returns where there is no proof of postage available.**

On receipt of your return, we will refund to the original method of payment the full price paid for the items returned to us. Please note it can take up to 14 working days from receipt for your return to be processed. Loake will confirm via email once your return has been processed and your refund issued.

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**When returning items, please complete the below section and include within the parcel:**

Order Number (as it appears on your Despatch Note & Invoice)

Reason for return – Please tick as appropriate:

Too Large W1

Unsuitable Style W5

Wrong Item Within Box W9

Too Small W2

Damaged or Faulty W6

Ordered Multiple Items W10

Not Like Photo W3

Arrived Too Late W7

Unwanted Gift W11

Quality Issue W4

Incorrect Item Sent W8

Additional Comments \_\_\_\_\_

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