

RETURN & EXCHANGE FORM



If the ordered items do not fit or meet your taste, you have the possibility to return them within 30 days either for an exchange, or for a refund. You will be reimbursed once we receive your return.

Please fill out the return & exchange form (in block capitals) and send it back to us together with the items in their original condition and packaging. Please do not forget to indicate the receipt number and date of purchase. Alternatively, you can enclose a copy of the invoice.

For all orders placed in our NOAH-shop we will cover the return shipping costs for deliveries to DE, AT, BE, NL, LUX, CZ, DK and FR. Please contact us by e-mail contact@noah-shop.com and we will send you a return label.

For all other countries, return shipping costs are at the buyer's expenses. In case of an exchange, the second expedition is on our charge. Please direct the return shipment to the following address: NOAH Italian Vegan Shoes, Michelriether Str. 16, 97839 Esselbach - Kredenbach, Germany.

NOTE FOR RETURNS OUTSIDE THE EU: Please send the return preferably by post and declare it as „returned goods“ in the customs declaration, otherwise unnecessary customs charges will be incurred. Unfortunately, NOAH cannot accept incorrectly declared parcels. If you decide to use a different shipping method, please ensure that the return is delivered to NOAH “duty and carriage paid”.

Surname: _____		Firstname: _____	
Address: _____			
Post Code: _____		Town / City: _____	
Receipt number: _____		Date: _____	
I would like: ☐ an exchange ☐ a refund			
Items being returned:			
Item / Size: _____		Quantity: _____	
Item / Size: _____		Quantity: _____	
Item / Size: _____		Quantity: _____	
Item / Size: _____		Quantity: _____	
Exchanged for:			
Item / Size: _____		Quantity: _____	
Item / Size: _____		Quantity: _____	
Item / Size: _____		Quantity: _____	
Item / Size: _____		Quantity: _____	
Reason for Return:			
☐ Item is too big ☐ Item is too small			
☐ Item is faulty, please give a short description: _____			
☐ Other: _____			

NEW SHOES SHOULD FEEL RIGHT.

HERE ARE SOME HANDY TIPS ON HOW TO BREAK IN YOUR NEW SHOES:

If the shoes are a little big, try adding an insole for extra comfort. Some NOAH models do come with an insole. These can be replaced, if needs be, **with a warmer insole or warm thick socks for those chilly winter days, too!**

Wearing your shoes regularly will walk them in, i.e. the vegan material will give and fit comfortably to the shape of your foot (generally less than a leather shoe, however).

This procedure can be sped up by wetting the inside of the shoe slightly and wearing them with thin socks for a while around the house.

If, after attempting this method, the shoes are still too narrow, then all NOAH shoes can be stretched at the shoemiths...

Should the size difference still be too uncomfortable, then we are more than happy to exchange your new NOAH shoes for a different size – your satisfaction is our top priority!

NOAH products are easy to look after!

The two materials we use, micronappa and microsuede share similar differences to those between suede and smooth leather.

Brush off dirt and dust to maintain the high quality of **microsuede**. Unlike real suede microsuede can come into contact with water. To remove dirtier stains:

Dab the area with a damp cloth, dry the spot with a soft absorbent towel, then leave to dry.

The best way to clean **micronappa** is to use a damp cloth. If the shoe is very dirty, you can put the shoe under running water and scrub off the dirt, dry off any excess water and then leave the shoe to dry.

Micronappa can be polished using shoe cream.