



Online Return Policy

We want you to feel confident shopping with us.

Change of Mind / Incorrect Size Purchased

We will accept returns and issue a **full refund** provided the -

- Items are returned **within 14 days** of the delivery date.
- Footwear is **unworn**, with **all original tags attached** and in the **original box**.
- **Item is not on sale.**
- **Return shipping costs** are the responsibility of the customer.
- For **replacement requests**, customers are **responsible for the return shipping costs** and an **additional \$15 fee** for dispatch of the replacement item.

Faulty Items

If you believe your item is faulty, please **contact us as soon as possible**.

- Item faults must be **reported to us within 30 days** of the delivery date.
- All potentially faulty footwear must be **returned to us for inspection**.
- Return shipping is **initially at the customer's expense**.
- The **return postage receipt must be included**, as shipping costs will be **reimbursed if the product is deemed faulty**.
- Should the item be confirmed as faulty, a **full refund** will be issued.
- For **replacements**, customers are responsible for the **return shipping cost**, while we will cover the **shipping cost of the replacement faulty item**.

RETURN SHIPPING ADDRESS:

**Shu Valu Sunshine Coast
16 Trinder Avenue
Maroochydore QLD 4558**

Monday to Friday - 9am to 5pm
(07) 5443 3610
sales@shuvalu.com.au

