

Esethu Shoes Return Policy

At Esethu Shoes, we are committed to providing high-quality, durable school shoes that meet our customers' satisfaction. If, for any reason, you are not completely happy with your purchase, we offer a fair and straightforward return policy to ensure a hassle-free experience.

1. Eligibility for Returns

- **Return Period:** You may return unworn shoes within **7 days** of receiving your order.
- **Condition of Items:** Returned shoes must be in **original condition**, unworn, and in their original packaging. We cannot accept shoes that have been worn, altered, or damaged after delivery.
- **Proof of Purchase:** Please include your order confirmation or receipt as proof of purchase with your return.

2. Types of Returns

- **Change of Mind:** If you change your mind, you may return your school shoes within 7 days. Please note that for change-of-mind returns, customers are responsible for the cost of return shipping.
- **Defective or Damaged Items:** If your shoes arrive defective or damaged, please notify us within **3 days of delivery**. Esethu Shoes will cover the return shipping costs and offer a replacement or full refund upon assessment.

3. Guarantee on Fair Wear and Tear

- **6-Month Guarantee:** Esethu Shoes offers a **6-month guarantee** against fair wear and tear on sole cracking. This guarantee covers any defects related to workmanship or materials under regular usage conditions.
- **Claim Process:** To make a claim, please provide photos of the defect and a description of the issue. Upon approval, we will provide instructions for a return or exchange at no additional cost to you.

4. Refunds and Exchanges

- **Refunds:** Once we receive and inspect your returned item, we will notify you via email. If the return is approved, a refund will be processed to your original payment method within **7-14 business days**.
- **Exchanges:** If you wish to exchange your shoes for a different size, please include this request with your return, and we will process an exchange subject to availability. For items that are out of stock, you may choose a refund or store credit.

5. Return Process

1. **Contact Us:** Email our customer service at info@esethushoes.com with your order details and reason for return.
2. **Prepare Your Return:** Repackage the shoes in their original box, include your proof of purchase, and secure them for shipment.

3. **Ship the Package:** If you are responsible for return shipping, we will provide the return address. For defective or damaged items, we will issue a prepaid return label.

6. Additional Considerations

- **International Orders:** At this time, we do not accept returns for international orders, except in the case of defective or damaged items.
- **Clearance Items:** All clearance or final-sale items are non-refundable and non-exchangeable unless they are defective upon arrival.

If you have any questions regarding this policy or need assistance with your return, please contact us at info@esethushoes.com.