



If you have bought shoes, they must be:

- OF SATISFACTORY QUALITY
- FIT FOR THEIR PURPOSE
- AS DESCRIBED

When shoes don't meet any of these three rules:

- If you have only worn them a few times or haven't had a reasonable opportunity to check them, you are probably entitled to a **refund** for a major fault, a number of minor faults or a serious misdescription.
- If the fault is only minor **and** can easily be put right it is reasonable to accept a **repair**. This won't stop you claiming a **refund** if the repair turns out to be unsatisfactory.
- If you have worn them more than a few times or have had a reasonable opportunity to check them, you are probably only entitled to a **repair**. If a repair will take a long time or the shoes won't be ready for a particular occasion when you need them, you are entitled to **compensation**. This could be the cost of having the shoes repaired elsewhere, the cost of buying a replacement pair or up to the full price you paid for the shoes.

- ✦ If the shoes are beyond repair you are entitled to a **refund**. The trader may make a **reduction** from the price you paid to allow for the use you have had from the shoes.
- ✦ If you are out of pocket in any other way, you may be entitled to **compensation** over and above the price of the shoes.

Remember, if you are entitled to a **refund**, a **repair** or **compensation** it is the trader who must sort out your problem. **The trader cannot tell you to go back to the manufacturer.**

IMPORTANT

- | You have no rights if the shoes simply don't fit.
- | You have no rights if you simply change your mind.
- | You have no rights if **you** have selected the wrong shoes for a particular use.
- | All shoes need to be looked after and no shoes last forever.