



Size it before you Buys it

*We know it is difficult to determine your exact size when you want to buy our beautiful Fluevog shoes online ...
so this policy gives you the chance to “Size it before you Buys it”!*

For a deposit of 50% of the current price we will send you the shoe of your choice freight free! You can then try the shoe on at home on a carpeted **clean** surface and then based on how they fit you decide what to do from there (the decision **must be made within 2 days of shoes being delivered to you**) :

1. The Shoes fit perfectly and you will pay off the remaining amount immediately; **or**
2. The Shoes fit perfectly and you wish to start a layby to pay the rest of the amount owing; **or**
3. The Shoes are too small or too big so you will need to return them to us (in a clean and new condition so they are available for re-sale, *if not there will be no refund or exchange*) and we will send the bigger or smaller size depending on availability; **or**
4. You don't like the shoe at all so you need to send them back via tracked courier for a full refund (*the cost to return the shoes will be your only cost and we recommend tracking by post or courier because if the shoes are lost in transit and there is no tracking, there will be no refund*). ***It is important to note the shoes must be in a clean and new condition so they are available for re-sale, if not there will be no refund.***

Interested? Then all you need to do is:

- Email us to get the ball rolling and discuss size options.
- We will then send you the 'Size It Before You Buys It' application form by email
- You will be asked to read the “Size it before you Buys it” policy that *is included in the application form* THEN **check it, sign it, date it and send it back to us.**



- You can send it back to us by scanning and emailing to timelesssoles@timelesssoles.co.nz, by Post to Timeless Soles, 1/17 Commons Avenue, Mt Maunganui 3116, or if you can't scan the form and return it to us signed, you will need to **email us acknowledging you have read the policy and agree to the "Size it before you Buys it" policy terms.**
- A Credit Card number **must be provided** either via the Application Form, by separate email or you can phone it in.
- A \$1 fee will be charged against the card to ensure it is a valid number. Once you have made your decision on what to do with the shoes, the \$1 fee will either be refunded or put towards the amount owing on the shoes.
- The 50% Deposit can be made via direct debit to the Timeless Soles bank account 02 1298 0060472 00 **or** by Credit Card by contacting us direct on *mobile*: 021 2463232 (NZ).
- When the shoes arrive please try them on with clean feet, a stocking or sock on a carpeted clean surface to ensure no damage to the outsole (or the shoe itself). Take your time and test them out periodically over the day. DO NOT walk around outside in them. **If they get damaged or soiled consider them yours!**
- If you need another size please contact us immediately to determine if we have it.
- The shoes must be sent back in as new condition and via courier with tracking and signature option. It is your responsibility to get the shoes back to us otherwise you will be charged for them.
- **If after TWO days we hear nothing from you (*this can be confirmed with the courier company tracking system*) we will assume you are keeping the shoes and the amount owing will be charged against the Credit Card provided.**
- Should there be any issue with this card, contact will be made with you and we will work through the issue with you before we engage in any debt recovery procedures. We are confident this will not happen!



- If you decide to keep the shoes and wish to pay in full you can pay the remainder via direct credit to the number listed above or via credit card by contacting us.
- If you decide to keep the shoes and wish to pay off the amount owing by layby, a layby contract will be started with the added benefit of you already having the shoes.
- If you commence the layby and then decide to cancel it after payments have been made you will be refunded all money paid to that point **less a 25% deposit as per normal layby policy.**
- Please remember: If the goods are damaged, stolen, sold or in any way not in AS NEW condition then full price will be charged.

**We hope this gives you the opportunity to try some Fluevogs and
become a Fluevogger like us!**

If you have any questions please don't hesitate to contact us by email at timelesssoles@timelesssoles.co.nz or by mobile on 021 246 3232 (NZ), we are here to help.