

At LBF, we're podiatrists, and we understand feet...but we also understand shoes! We're able to assess any footwear to determine if your child's shoes are damaged/defective due to a manufacturing fault, or excessive wear and tear/misuse.

Want some clarification? Here's some info about manufacturing faults:

- Manufacturing faults are typically visible immediately or very soon after purchase. They often are a result of a shoe slipping through Quality Control incorrectly.
- Manufacturing faults rarely happen after many months of wearing the shoes.
- Some examples of faults include: a puncture or mark in the leather, missing eyelets (or eyelet quickly coming loose soon after purchase, stitching coming loose very soon after purchase, uneven pattern/stitching (one shoe different to the other).
- Scuffing and marking of the leather after wear is not a manufacturing fault. Many of our products are full grain leathers, and without regular polishing and good care, they will scuff.
- Worn down soles, after several months of wear do not constitute as a fault.
- Stitching that comes loose after several months of wear is not considered a fault. Often this is a result of rough play (especially if it is in the toe-box area at the front of the shoe).

And here's some info about misuse or excessive wear and tear in footwear:

- Typically, excessive wear and tear is evident after a few months of wearing the shoes, however on occasions we see children severely damage their shoes within weeks! A typical example of misuse is when they use their shoes as brakes on bikes and scooters.
- Velcro not sticking after several months of wear is not considered a fault, especially if there is evidence of sand and other fibres in the Velcro.
- Collapsed heel counters after several months of wear are considered misuse. We often see children slipping on their shoes without untying their laces! We're parents too... we've seen it all.
- Worn soles and scuffed leathers are considered typical with wear over time. We won't refund or replace shoes which we believe have seen a reasonable life span.
- The best way to avoid misuse and excess wear, is to encourage your children to take pride in their shoes. Leather uppers should be regularly polished (we recommend fortnightly), and laces should be untied each time shoes are put on/taken off. Additionally, selecting the appropriate shoe for the child's activity level will aid in reducing excess wear.

Still unsure if your shoes are faulty? Contact us at info@littlebigfeet.com.au and we'll have our team closely assess your footwear.

Let's get it right first go...please send us:

- 3 clear photos highlighting the areas of your concern
- Name, email and order id (eg #1234) that was used to place your order