

# Angela Nuran Exchange (or Return) Policy

**For your protection, be sure to read these important guidelines before trying on shoes!**

**Covid-19 is making it very difficult for women to order shoes from our Retailers. To help women safely get what they need, we've stepped in to serve customers by taking and filling shoe orders until things sort out.**

**Exchanges (or returns) are allowed *only* on shoes that are in flawless, new condition, within 21 days of receipt.**

**A Return Authorization must be obtained prior to sending shoes back to us. Custom shoes are final sale.**

**Thank you. Please stay safe!**

## How To Try On Shoes:

**Please be extra careful. We don't want to reject an exchange.** New shoes are thoroughly inspected prior to shipping and must be in perfect condition to qualify for exchange or return. Clearance shoes (flawed or perfect) must be in the same condition as described in listing. Keep packing materials until certain you're keeping the shoes.

1. Handle shoes carefully. No compromised shoes can be sent back.
2. Make sure hands are clean before handling shoes. Watch out for make-up, lotion, spray tan, etc.
3. Make sure feet are clean. Wash feet or wear stockings to avoid toe prints on the silk footbed.
4. Don't soil, scuff or scrape the silk outer.
5. Walk on carpet or immaculate floor to keep soles pristine.
6. **Returned shoes are closely inspected. Any flaw made by customer renders them ineligible to exchange or return, and the shoes are sent back at customer's expense.**

## How To Exchange For Size (or Return):

1. Email [sales@angelanuran.com](mailto:sales@angelanuran.com).
2. Specify the invoice # for your order.
3. Specify shoes & size you want to exchange (or return) and the shoes & size you want in exchange.
4. **We will email your Return Authorization. Do not send anything without an RA#.**
5. We'll ship replacement shoes upon receipt & approval of the original shoes. Additional charges may apply.
6. Customer pays all shipping.

## How To Repack & Ship Shoes:

**Very Important!** Repack shoes exactly as we shipped them to prevent damage while in transit. If shoes are damaged from improper packing, they'll be rejected and returned to customer at customer's expense.

1. Replace toe box stuffing; secure ankle straps with bands if included.
2. Put each shoe in its own clear plastic bag to protect the silk outer.
3. Put shoes in shoe box with soles against the shoe box; heels must not face the other shoe.
4. Put dust bag in shoe box if included.
5. No stickers, labels or writing on our shoe box other than what we put on it.
6. Put shoe box in shipping carton; use packing material to fill any excess space.
7. Include your order documentation. Write RA# on or near the shipping label.

## How To Have Shoes Dyed:

Order from our online shop: [angelanuran.com/product/an-dye-service](http://angelanuran.com/product/an-dye-service)

**Ship to: Angela Nuran Co, 280 SE 28th Avenue, Pompano Beach, FL 33062, 954-333-8386**

**Any damage, such as scuffs, toe prints, stains, or any sign of wear will disqualify an exchange or return.**

**We inspect very thoroughly so please be extra careful. There are no exceptions.**

*Customer's own shoes sent in for dyeing or other services are accepted in the condition received.*

## Restocking Fees:

\$18 per pair to inspect and restock qualifying merchandise. Missing buckles, brooches, straps or dust bags incur additional charges. Restocking fee is deducted from refund amount. Refunds are by check.

Visit our [HOW TO / FAQ](#) page for help adjusting brooches, adding straps and other features. [angelanuran.com](http://angelanuran.com)

**LOVE THE STEPS YOU TAKE.**