



Dear Customer

Thank you for your order.
Please read the below carefully:

Email: customerservices@lechameau.com
Website: www.lechameau.com/gb/returns-exchanges
Telephone: +44 (0) 1572 772 444

We hope you are delighted with your Le Chameau product. Whilst we ensure every care is taken in packing your order please check that the items you have received are correct and that your order is complete.
If you are not happy with your purchase for any reason you have 28 days to return your product for a refund or exchange free of charge.

Free Royal Mail Tracked Returns

To return your product/s please follow these instructions:

- Ensure all product/s are unworn and re-sealed in their original undamaged packaging.
- Fill out the returns section below with the appropriate return code and enclose it with your return:

- | | | |
|----------------|-----------------------------|-----------------------|
| 1. Wrong Size | 5. Item not as described | 9. Arrived too late |
| 2. Too Big | 6. Multiple sizes ordered | 10. Exchange required |
| 3. Too Small | 7. Faulty/ Damaged | |
| 4. Doesn't Fit | 8. Incorrect item delivered | |

Order Number:		Date Ordered:		
SKU:	Product:		Return Code:	Qty:

- Attach the enclosed, free Royal Mail tracked returns label to the outside of your parcel.
- Take your parcel/s to a Post Office and send back to our UK warehouse, whose address you can find below (we recommend you obtain proof of postage).

If you would like to exchange your product/s for another size or colour instead of a refund, please fill in the 'Exchange Section' below.

Exchanges

***Please note we will only be able to exchange your product for a different size or colour in the same style.**

Product:	Colour:	Size:	Qty:	Price:

Please allow up to 5 working days for your exchange to be dispatched.
Refunds may take up to 14 days to appear in your account of the original payment method.

If you have any queries regarding our returns process please contact our customer services department, whose details are shown above and one of our team members will be happy to assist you.



Our boots are provided with a two-year warranty from date of purchase, please retain proof of purchase, which will be needed to validate a claim within the two-year period. The two-year warranty covers the product specifically for manufacturing defects, however this is subject to reasonable wear and tear and does not cover misuse of the product, which includes, deterioration of colour through UV exposure, heat, chemicals and general waste.
Due to the manufacturing process, which includes vulcanisation it is not possible to repair and re-vulcanise any rubber boots, this includes the repairing of moving parts such as zips, straps and soles.
In the event that your footwear product is defective please contact customer services to determine your eligibility to place a Warranty Claim. Replacement of your footwear under warranty will not be extended after the warranty has expired. In the event we cannot provide an exact replacement we will substitute a similar product or provide a full refund.