

# Terms & Conditions

## **Payment**

*Payment is processed securely through our webstore. For custom orders, direct transfer is also available. Please enquire for other payment options. All items are charged in AUD currency.*

## **Shipping**

*Shipping costs are calculated at checkout. All items are shipped via Australia Post with tracking. No insurance is provided, please get in touch if you require insurance.*

*Please note Heidi Louise Shoemaker is not responsible for any goods lost or damaged in transit. For international orders, any extra costs incurred through taxes or stamp duties at customs are the responsibility of the customer. Please contact your local customs office if you require further information.*

*The cost of shipping on returned items is at the expense of the customer.*

## **Order Processing**

*Each pair of shoes is made to order, and many hours are put in to making sure they are of the finest quality and workmanship. Processing times do vary please check listings for exact times or ask me direct.*

*Once your order is confirmed, it is not possible to make changes to the size or colour of the shoes.*

*However, leather colour is subject to availability. You will be notified immediately if there is any delay or issue with supply. You will be notified once your shoes are finished and ready to ship.*

## **Returns Policy**

*Items may be returned if they are faulty, do not match their description, or are not the item that was ordered. Any Item that is standard size and design can be returned or exchanged provided it has not been worn. Postage costs are not refundable. If an item has a fault please notify me within 30 days.*

*If an item has been customized it will be deemed non-refundable. For example if you have ordered sandal in a custom size not a standard size.*

Heidi Louise Shoemaker

For any further questions please contact me via the contact section on my website.