

DUCA 30-DAY PROMISE

ECOMMERCE CUSTOMER Q&A



WHAT IS THE DUCA 30-DAY PROMISE?

Duca promises that if you are not completely satisfied with your Duca footwear purchase, you can simply return your footwear to the original place of purchase within 30 days for an exchange or refund.

ARE THERE ANY RETURN RESTRICTIONS?

We simply ask that you adhere to the maximum return period of 30 days after purchase and produce your original purchase receipt.

WHAT IS THE RETURN PERIOD?

We are offering you a risk-free 30 days to experience your Duca shoes. Wear them, test them and hopefully love them! BUT if they aren't for you, you can swap them for a different style or get your money back.

WILL I NEED MY ORIGINAL PURCHASE RECEIPT?

Yes, you must keep your original receipt as this confirms the purchase date, price paid and that it was a Duca product that was purchased. Please note that your receipt must clearly state 'Duca del Cosma footwear' or the style name being returned.

WHERE DO I RETURN MY FOOTWEAR IF I AM NOT SATISFIED WITH MY PURCHASE?

You simply return your footwear to the original retailer following their specified Returns Policy/process. Only the original retailer can exchange/refund your purchase.

WHAT IS THE PROCESS FOR MAKING A RETURN?

There are 3 simple steps...

1. RETURN TO YOUR ORIGINAL RETAILER within 30 days, mentioning the DUCA 30-DAY PROMISE and with your original purchase receipt;
2. RETURNS FORM - you will be asked to complete/sign a simple form which will allow us to make future product improvements.
3. RECEIVE AN EXCHANGE/REFUND - we would always encourage you to try an alternative Duca style (even if your retailer needs to order them in for you) but if nothing is suitable, you can request a no quibble full refund;

WILL I NEED TO PAY FOR MY RETURN?

Returns postage may be payable and non-refundable. Please refer to your retailer's own Returns Policy. Duca del Cosma will not refund any postage costs incurred under the DUCA 30-DAY PROMISE.

ARE ALL DUCA RETAILERS BACKING THIS PROMISE?

No, not all Duca retailers are running this promotion so please check before you buy that your retailer has signed up to the DUCA 30-DAY PROMISE. Participating retailers should be displaying our DUCA 30-DAY PROMISE posters in-store or displaying 30-DAY PROMISE web banners alongside Duca products on their websites. This promotion is only available in the UK and Ireland.

WHAT HAPPENS TO MY RETURNED FOOTWEAR?

Duca del Cosma is extremely aware of the environmental issues facing our society today, so all returned footwear will either be recycled or donated to charity.