

Return Policy

1. Returning on WOOVIN:

1.1 Return timeframe:

- Returns must be registered within 14 days of delivery. After the return request has been submitted, the item must be returned within 14 days.

1.2 Shipping costs:

- Please note that WOOVIN does not reimburse shipping costs for the returned shipment unless stated otherwise.

2. Conditions for returns:

2.1 Maintaining new condition:

- Ensure that the product is returned in a new, unused condition. Avoid any wear and tear on the insole or outsole that cannot be cleaned.

2.2 Return Items with original tags attached

- Items with attached tags must be returned with all original tags still attached.

2.3 Original box:

- Return the product in the original box; replacement boxes will not be accepted.

3. Facilitating your return shipment:

3.1 Complete set:

- Verify that the product includes all original aspects, such as laces, and other accessories.

3.2 Secure packaging:

- Safeguard the product during return to prevent damage during delivery. Make sure to use a double box, similar to how you received the order.

3.3 Register your return:

- Please register your return on the [Return your order](#) portal. Enter your order number and email address, and we will guide you through the return process.

4. Communication

4.1 Return status:

- The store automatically receives an email when your order is returned.

4.2 Your satisfaction:

- Your satisfaction is our priority. We want you to have a positive experience, even when returning products.

4.3 Return handling time

- Returns will be processed within 5 business days after the return has been delivered.

Thank you for your understanding and for choosing WOOVIN Sneaker Marketplace. We appreciate your trust in our service.