

Return Policy

Sneaker Logistics only facilitates B2B agreements and therefore the European right for withdrawal for buying online products is not applied. In case that there is a problem with a delivery, the quality of the products or Sneaker Logistics is in default in any other way, you can file a request for return by sending an E-mail to info@sneakerlogistics.com. Thoroughly describe the problem and why you would like to return the delivered items and one of our team members will handle your request as soon as possible.

Sneaker Logistics will study the case and decide whether the request for return will be accepted or not. Sneaker Logistics holds the right to decline the request for return for any reason given.

In case we accept your request for return please note that the items returned need to meet the following criteria. Any item that does not meet the criteria below will not be accepted by Sneaker Logistics and will be shipped back to the customer. The costs of shipping back the rejected items will be passed on to the customer.

Criteria

- The shoes are new and unworn.
- No traces of wear and tear.
- The LOAPsneakers label is still attached to the shoes.
- The insoles of shoe must be clean, no fluff or any other dirt from socks is allowed.
- The shoes don't smell.
- The original shoe box is part of the product so must be included in your return.
- The original shoe box is in the same condition as when shipped out.
- If the complete product has accessories included, these need to be returned as well.

Exceptions on the return policy

- Returns with regards to damaged shoe boxes will not be accepted.
- Returns with regards to replacement boxes will not be accepted.
- Returns with missing accessories being part of the product will not be accepted.