



SHOE CARE INSTRUCTIONS AND RETURN POLICY

Your shoes are designed for durability and comfort. To maintain this, we recommend taking the following steps:

Shoe and Insert break-in period return policy:

- Before wearing your shoes outside, you should first wear your new footwear and inserts for 1-2 hours in your home, preferably on carpeted surfaces. Remove your shoes and socks and inspect your feet for any redness.
- If redness persists, consult with the office. Call 401-783-0063.
- If no redness appears, and your shoes feel comfortable, wear your shoes inside, around your home for one to two days while continuing to periodically check your feet for any redness or uncomfortable rubbing.
- The return period for your shoes is limited to this time frame.
- Once you determine to wear your shoes full time, they are not considered returnable to the manufacturer. Exceptions are not made.

Diabetic/ Therapeutic Shoes are special ordering specifically by your request. If you determine you do not like your style selection, the responsibility is yours to pay the shipping and restocking fees.

Shoe Care Instructions:

Cleaning and Polishing Leather Shoes:

- Leather shoes should be regularly cleaned and polished to maintain the appearance and life of the leather.
- Before polishing, remove any dust or dirt with a damp cloth or soft brush. Cream based polish is recommended over a liquid based polish.
- Simply apply the shoe polish with a clean dry cloth or soft brush and work into leather.
- After allowing the polish to dry, brush to finish with a soft brush or buffing cloth.
- Be sure to follow the shoe polish manufacturer's directions.
- Never machine wash your shoes. This will cause damage.

Cleaning and Caring for Suede Shoes

- Do not use shoe polish on suede shoes
- Do not machine wash, or submerge your suede shoes in water as this will cause damage.
- Remove any dust or dirt with a soft brush or cloth
- If you choose to use a commercially available spray to clean or protect your shoes, be sure to follow the manufacturer's directions

Cleaning and Caring for Stretch or Lycra Shoes

- Do not use shoe polish on your stretch or lycra shoes.
- Do not machine wash or submerge your stretch or lycra shoes as this will cause damage.
- Remove any dust or dirt with a soft cloth dampened with a small amount of well diluted soap and water; or use a baby wipe.
- Allow shoes to dry naturally.

Your shoes have been custom sized for you by professionals. By following these recommended shoe care tips regularly, your footwear should maintain its durability and comfort. As everyone's feet are different, you should always take the time to care about your own foot health!

Please do not hesitate to contact us with any questions.
Please call us at 401-783-0063 and one of our office staff will be happy to help you!