



## EXCHANGE/RETURNS POLICY

**\*\*Please contact SDR Progression Billy footwear on [07460 409269](tel:07460409269) with your concerns prior to returning your item. When the return is authorised, please complete the enclosed returns leaflet and place inside the box.\*\***

**Thank you for ordering from us at SDR Progression Billy shoes. If you are not entirely happy with your purchase, we are here to help. Footwear can be returned if misdescribed, is not fit for purpose or faulty, within 14 days of receipt if the item is still in a fully re-saleable condition, and includes the original packaging.**

**In all circumstances including where you are exercising your right to change your mind, you must pay the cost of the return postage. Faulty items can be returned, and if agreed, an exchange or refund will be offered, minus the postage cost. This does not affect your statutory rights**

**SDR Progression Billy Footwear, E7 Langland Park West, Langland Way, Newport, NP19 4ED  
t: [07460 409269](tel:07460409269) e: [sdrprogressionbillyfootwear@gmail.com](mailto:sdrprogressionbillyfootwear@gmail.com) w: [www.progression.org.uk/billy-footwear](http://www.progression.org.uk/billy-footwear)**

**Thanks for your business**