



Returns Policy

You can return your footwear unused and in a saleable condition under the following conditions:

- Within 7 days of receipt, in an unused/unworn condition (shoes must not be damaged or worn and no scuffing should appear on the sole) and repacked in the original box.
- You can return your item to Diabetes Ireland for an exchange or refund. We will refund you by the same method as payment (i.e., Credit/debit card or cash).

Return to Diabetes Ireland Procedure:

By hand to:

Diabetes Ireland Care Centre (Dublin) 19 Northwood House Northwood Business Campus Dublin 9.

Or

Diabetes Ireland Care Centre (Cork) Unit 3 Enterprise House 36 Mary Street Cork City.

How long will it take to process my refund?

Returns are processed within 5 days. However, please allow up to 7 days for refunds to show on your account if the refund is by card.

Faulty items

- If you are unhappy due to a perceived technical product fault or a poorly described product, please contact us whereon we will return the product to the manufacturer for assessment and a refund will be made at their discretion.
- Customers will be offered in this case, a replacement or refund.

Shoes worn outdoors cannot be returned.

Diabetes Ireland Care Centre, Northwood Business Campus, Santry, Dublin 9 (Jct 4, M50)

Cork Care Centre, Enterprise House, 36 Mary St, (off Georges Quay), Cork City.