

RETURN & EXCHANGE POLICY

Received the wrong pair, or a pair that is not as described? We will put it right.

Every Second Walk pair is preloved and one of a kind, so please check the photos, condition grade, condition notes and EUR size before you order.

We accept a return for a wrong item, incorrect listing information (size, model or grade), a significant problem that was not shown or described, or damage before delivery. The pair must be kept as it arrived: not worn, washed or repaired. We cannot accept returns for a change of mind, fit or size.

To request a return, follow these 3 simple steps:



Step 1

Fill in the return form below



Step 2

Email it with photos to info@secondwalk.pk



Step 3

Once approved, pack the pair securely and send it

- We review your request and reply by email with the next steps, including where to send the pair.
- Once your return is accepted, you can choose a refund or an exchange for another available pair.
- Orders are paid by Cash on Delivery, so we agree the refund method with you by email.

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RETURN FORM

Fill in on screen or print, then email it to us.

Order number: _____ Name: _____

Mobile number: _____ Email: _____

Second Walk ID: _____ Date the pair arrived: _____

Reason for return:
(tick one)

☐ Wrong item sent

☐ Size, model or grade not as listed

☐ Problem not shown in photos or notes

☐ Damaged before delivery

☐ Other

Describe the problem: _____

Please select one of the following:

☐ Refund

☐ Exchange. Second Walk ID of the new pair: _____

Signature: _____ Date: _____