

WARRANTY

RETURN, EXCHANGE & WARRANTY POLICY FOR SAFETY SHOES

Here are our Return Policy guidelines to help you exchange your defective goods. PDS International Pte. Ltd. is the owner and operator of this website, safety.com.sg (hereinafter referred to as "Website"). By ordering products through our website and authorised resellers, you agree to be bound by this Return Policy.

WARRANTY INFORMATION

All safety shoes come with a 6-months limited warranty against manufacturing defects when purchased. This gives you peace of mind that your safety products will stand up to anything. Want to file a warranty? Return the shoe to us, and follow the policy stated here.

RETURN POLICY

Your satisfaction is our mission. You may return your purchase(s) made at safety.com.sg or any of our authorised sales channels within 7 days of receipt of your order. Our Customer Service team is just an email or call away; they'll help you process your return.

All items will be inspected upon return. If the product is found to be ineligible for return, the item will be rejected and returned to you. Any additional postage/courier fees incurred in the process of sending the item back to us will have to be borne by the customer.

Kindly note that products purchased at a discount/clearance price are not eligible for returns.

EXCHANGE FOR DIFFERENT SIZE/COLOUR

Exchanges are subjected to stock availability and only available for size and/or colour of the same style. The exchange must be done within **7 days** from the date of receipt of your order (including weekends). Footwear returned must not show any visible signs of wear and tear and should be returned in its original packaging with tags intact. Please note that exchanging for a different product is strictly not allowed.

REPLACEMENT FOR DEFECTIVE PRODUCT(S)

We sincerely apologise for any incorrect or defective items received. Returned products are inspected by our Quality Assurance Department. If there is any damage to the product as a result of a manufacturing defect or any deviation from factory specifications, we will provide a 1-for-1 exchange for the shoes.

In the event that a one-to-one exchange of the original item is not available due to insufficient stock, we will recommend another product of equivalent value. We regret to inform you that no credit notes or refunds will be provided.

KINDLY NOTE THAT WE DO NOT PROVIDE A 1-FOR-1 EXCHANGE FOR:

- Products purchased at a discount/clearance price are not eligible for returns.
- Safety shoes in odd sizes (below size 5 and above size 11) and specially tailored shoes (or non-catalogued items), these products fall under the non-standard product category and they are not eligible for return and exchange.
- Products that were purchased from an unauthorised website or reseller.
- Products that were damaged by abuse or negligence (exposure to unknown chemicals caustic substances, open flame, high heat, etc.)
Products that were damaged by misuse or activities other than its intended purpose.
- Any forms of wear and tear or damage caused to the product after wearing/washing are not considered a defect and will not be liable for any returns, exchange or refunds. It is the shoppers' responsibility to treat all products with care.

RETURN PROCESS

To initiate a return, please send us a Return Request email to pds@safety.com.sg with the following information:

- Invoice and order number
- SKU(s) / Item(s) to be exchanged
- Reason for exchange, please state if it is an exchange for defective or non-defective shoes
- Exchange for defective shoes must be supported with pictures

Should you need any further clarification, please contact our local sales representatives for assistance, thank you.