

Below you will find our procedure of complaints.

You can sign up your claim via email address [klachten@premiuminc.nl](mailto:klachten@premiuminc.nl)

## IN ORDER TO PROCESS YOUR CLAIM WE NEED THE FOLLOWING INFORMATION:

- A fully completed complaint form.
- Clear pictures of the complaint. In case we can't review the claim in these pictures we will ask you to nonetheless send us the complaint shoes.
- The original receipt or a bank statement.
- We offer our retailers the opportunity to send us their complaints within 1 year after receiving our shoes. This only applies to shoes which are purchased by the customer no longer than 6 months ago.
- In case of a legitimate claim we will substitute this pair. If we're not able to replace the exact pair, we will offer you a proper alternative.

