

Hi there, lover of good shoes,

Thank you for shopping with us. We have compiled a few recommendations for taking care of your new kicks so they stay fresh for all your adventures.

You see, the lifespan and warranty period of shoes are two different things. Your shoes' lifespan is determined by how and how often you wear them. This means that the shoes' lifespan can actually be shorter than the warranty period, which lasts for 24 months. In case something happens to your shoes during the warranty period, you can issue a return. Keep in mind that a wrong size or wrong type of shoe cannot be returned so make sure that you are truly buying the right pair. And the most important part - be kind to your shoes and take care of them!

Your Queens Team 

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## HOW TO PICK THE RIGHT SHOE

### 1. HOW TO PICK THE RIGHT SHOE

Make sure to pick your shoes depending on where you plan on wearing them and what you plan on doing with them. Check out how they are made, what material they are made of and how they should be taken care of.

The most important part is the fit, of course. Not every shoe fits every foot. The size (the length of the insole) should be slightly bigger than your foot - about 1cm longer. Your toes should not be touching the front of the shoe. We also do not recommend wearing the same pair every day as that significantly shortens the lifespan of the shoe. And please, do not wash your kicks in the washing machine. Just don't do it.

Once your new piece arrives to your home safely, try it on once again. You can return your shoes within 14 days after purchase/delivery. They should be unworn and in their original packaging. Please keep in mind that a wrong size or wrong type of shoe cannot be claimed for a return.

### TYPES OF SHOES ACCORDING TO USE

Shoes differ based on what activity they are meant to be used for. Simply said - sports shoes will be your best buddy for long walks or runs, while winter shoes will

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## HOW TO TAKE CARE OF YOUR SHOES

accompany you through snowy trails. Obviously, it doesn't exactly work the other way around. The activity the shoe is intended for affects how they are made and what materials they are made of.

Make sure you know what you will use your new pair of shoes for - check out the following categories.

### Fashionable footwear

Fashionable footwear is meant for short-term wear in the city or indoors. Design and fashionability are a priority. These shoes are meant for easy and light conditions. It is not recommended to wear this type of shoe on a daily and regular basis. Proper maintenance is important if you wish to keep the shoe's design immaculate.

The category of fashionable footwear includes the Air sole which helps absorb impact - [check out Nike Air Max 1](#). The sole can sometimes develop small cracks which do not affect the functionality of the shoe. If this happens, we recommend covering the cracks with a paint pen.

### Walking footwear

Walking footwear is meant to be worn in the city. Durability and comfort are a priority. Walking footwear offers several kinds of fits. Tighter ones should not be worn in cold weather (below -5°C). Flexible walking footwear is meant for dry conditions only.

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## HOW TO CLEAN YOUR SHOES

### Winter footwear

Winter footwear is meant to be worn during the winter time mostly in the city. Shoes are thermally isolated and equipped with anti-slip soles. Some winter footwear is not meant for wet or icy conditions.

### Summer (beach) footwear

Summer footwear is meant to be worn by the swimming pool, the sauna or the beach. These shoes are definitely not suitable for daily wear.

### TYPES OF SHOES ACCORDING TO MATERIAL

There are all kinds of materials used for the making of shoes. Understanding them helps you take care of your shoes properly so that your kicks last fresh as long as possible.

#### Leather

Leather is one of the most common materials for shoes thanks to its perfect features. It is breathable, soft, absorbs moisture well and adapts to the shape of the foot. Leather might be affected by humidity both from the outside (rain) as well as from the inside (sweat). Make sure to take proper care of your leather shoes.

Depending on the type of leather, here are our tips for taking care of your shoe:



**Smooth leather:** slightly structured and porous surface. Use a gentle brush or a soft damp cloth and wipe clean. Afterward, use an impregnation spray and cream of the same shade and polish. For quick maintenance (while traveling), grab some [cleaning wipes](#) - they won't do the full trick but will remove the worst dirt and make your shoes shine.



**Patent leather:** shiny and smooth surface sensitive to mechanical damage, chemicals, wetness and frost. Clean the shoe with a damp cloth and use a special cream or spray intended for patent leather.



**Nubuk leather (nubuk, velur, suede):** this leather is given the suede effect by sanding its natural grain. Use a rubber brush for this shoe. Impregnation is important to make the shoe water-resistant. Do not use any cream on suede shoes.



**Coated leather:** the surface is covered with a non-leather material, such as polyurethane, which makes the shoe more durable. Simply wipe it clean with a damp cloth.



#### Textiles

Used for lighter, summer or home footwear. Use a light brush and cleaning spray intended for textiles. We recommend using an impregnation spray before you wear these shoes for the first time.



#### Synthetic materials (plastics, artificial leather)

These might often look like leather shoes, however, they are not as high-quality and breathable. They are easy to take care of, though: wipe them with a damp cloth and some soap and wipe them clean afterward.

### 2. HOW TO TAKE CARE OF YOUR SHOES

We recommend using a shoehorn for putting your shoes on. This helps protect the shoes especially when they are tighter. When you are done wearing them, put a [shoe tree](#) inside in the right size to maintain their shape.

Make sure to use your shoelaces. They help prevent your feet from moving excessively, thus potentially tearing up the inside of the shoe (especially the heel part).

We do not recommend wearing the same kicks every day. Make sure to switch it up; that way, every pair will last much longer. And in case it's raining - how about a [stylish raincoat](#) for your kicks?

After you take your shoes off, let them dry and breathe properly. If it's possible, take out the insole as well. Wearing damp

shoes damages them so it's best to let them air dry after every use.

Keep in mind that rich and dark tones of leather (red or dark blue) can sometimes stain when you sweat or when it rains.

Impregnation is your best friend against humidity. Make sure to use the right spray even before you put the shoes on for the first time.

Do not use dissolving agents or acetone on your shoes.

Be careful in the winter - the salt on the street contains harsh chemicals that might hurt the structure of your shoes and stain them. Try to avoid it as much as possible and when you get home, make sure to clean and dry your shoes.

And one last thing: we do not sell any professional occupational footwear at Queens because our shoes do not comply with the strict standards.

### 3. HOW TO CLEAN YOUR SHOES

Cleaning can be pretty simple: use lukewarm water, gentle soap and a gentle brush. Remove any dirt with circular motion. In case that's not enough, you need to go a little heavier. If you have leather shoes and there are any stains that cannot be removed, simply use a miracle pen that will cover them.

Artificial-leather shoes can be cleaned without water.

We've said it before and we'll say it again - please do not put your shoes in the washing machine. Washing them could seriously harm them and that's something that cannot be reversed.

Make sure to not get your shoes soaking wet. This can affect their structure and deform them.

If your shoes do get wet, though, it's best to put some newspaper in them and let them air dry. To maintain their shape, put a [shoe tree](#) inside.

Do not put your shoes directly on the heating. Do not dry them with a hair dryer and never ever use any harsh sources of heat such as fire.

### 4. HOW TO ISSUE A RETURN

Have you been taking really good care of your beloved kicks but something happened anyway? No need to be sad. Try issuing a return as soon as something comes up. The longer you wait, the bigger the defect can get. The law actually says that you need to initiate a return as soon

as a problem comes up. The warranty period for 24 months after the purchase. You cannot return shoes that are mechanically damaged, used by regular wearing or damaged due to any misuse.

You can return goods in our stores in Prague, Brno or Ostrava, or mail them to the following address:

**Centrala Queens**  
**Vyhledy 424/25**  
**725 28 Ostrava – Hostalkovice**  
**Czech Republic**

Make sure to have your shoes nearby and the complaint form, which you will [find here](#).

If you bought your goods in-store, please have the receipt ready. If you purchased them online, all we need from you is your email or name under which the order was placed. We have 30 days to complete your return but we usually get to it right away.

Before returning the shoes back to us, we recommend cleaning and drying them.