

Hey lovely!

Thank you so much for your interest in requesting a pre-order. Once you have submitted your form via the 'Pre-order now' link on the previous page we will be in touch over the next **48 hours** to confirm if this order can be processed. There are a few reasons why we have decided to open pre-orders in this way...

1. To make competing **less stressful** for you.
2. Due to our **amazing feedback** from previously doing pre-orders & it being brought to our attention that this service is desperately needed within the industry.
3. To fill the gaps between you waiting for styles to come in stock. Some styles/sizes aren't as popular so we don't have them in stock as regularly. On the other hand, some are so popular that they sell out super quickly. Pre-orders ensure that you aren't waiting around or left disappointed.
4. We are known for our service. We are **THE ONLY** company within the industry with the ability to do this & we have proven time and time again that we can be trusted to provide an excellent service with full communication at all stages giving you **complete peace of mind**.

Please read the information below so you understand how this process works...

The stages of KOMPAK Pre-orders:

1. First of all, when you have submitted your request we will then check with our supplier if this style & size is currently available.
2. IF it is available then we will take payment & add this to our next inventory order at the end of the third week of the month.
3. Your shoes are then secured & guaranteed (*See T&Cs below*)
4. We will stay in touch & let you know when your order has been placed.
5. We will then also let you know when the order has been dispatched to you & you will receive your tracking link & order number (this is what you would use should you have any issues or need to return your heels).
6. Your new shoes arrive with you at the end of the month.*
7. It's time to POSE, POSE, POSE.

Regular contact is very important to us so that you don't feel like you have been left in the dark regarding the status of your order.

**International deliveries may take a little longer depending on location.*

Terms & Conditions:

- Please bear in mind that this order is for **shoes only**. You cannot add on any other items (jewellery, mugs etc), these will have to be placed as a separate order on our website as normal.
- The cut off date for orders is the end of the third week of the month (Saturday). If you place an order after this date the shoes will be added to the following months order.

- On the **very rare occasion** that we are unable to fulfil your order at the time of our re-stock, due to the supplier, we will help you find an alternative pair **or** refund your order. This is **not** common at all, however we always want to remain transparent & completely honest with you.
- **Shipping costs** will be added onto your order. The cost will be confirmed through our following correspondence.

Please let us know if you have any questions at all. Once we have your completed request form we will drop you an email very soon to confirm that we can secure this order for you.

Speak soon beaut!

KOMPAK x