



# Quality Control Issues and Solutions

Eric Neuner, President

- NuShoe, Inc. is North America's largest shoe and boot repair service.
- Founded in 1994 and located in San Diego, California, NuShoe is a well financed, privately-held US company
- NuShoe has well-established partnerships with significant footwear manufacturers, brands, and retailers
- **NuShoe works with all Brands, Buyers, Agents, Importers, Factories, and Retailers**



## NuShoe's Primary Services:

- **Quality Corrections**
- **Refurbishment: Consumer Paid Repair**
- **Warranty Repair and Returns Processing**



[nushoe.com](http://nushoe.com)

[nushoeinspectandcorrect.com](http://nushoeinspectandcorrect.com)

## Quality Corrections and Inspection Services Include:

- 100% Inspection for defects
- Grading and sorting
- AQL inspection to your standards
- Repairing minor issues including (but not limited to) stitching and finish
- Repackaging, relabeling, resizing, labeling and ticketing, etc.
- **Clean and disinfect for mold and mildew**
- Buckle and Hardware Replacement
- Zipper repair
- Sock-liner and foot-bed issues
- Sole replacement, repair adhesive issue
- Deodorizing and sanitizing
- We can repair or correct almost any minor issue
- We can bill the brand or factory directly, give you data to make claim, or give you the data to push back against a claim



**Repairing rhinestones on bridal shoes**

# PROBLEM

## QUALITY ASSURANCE



**FAILED  
INSPECTION**

*Angry  
Customer*



# BENEFITS

- Profits salvaged
- You control the issue
- Customer able to fill orders
- Customer given total solution
- Factory reputation maintained
- Unbiased arbitration with brand
- Avoid chargebacks and loss of business claims
- Avoid charges for remedial work at customer warehouse
- Avoid Ocean Paralysis
- Find a home for dead inventory
- Discreet
- Costs a fraction of our competitors

## How does the quality correction process work?

*"It's as easy as 1, 2, 3"*

1. Call or e-mail
2. Send product samples or photos
3. Get a quote

*NuShoe will*

1. Coordinate all the shipping logistics\*
2. Repair the inventory to your specs
3. Meet deadlines to avoid penalties or chargebacks
4. Direct invoices to the responsible party of your choosing.

\* (Invoicing you or the responsible party for only the actual cost of transportation)



## What Will It Cost?

- About half the price of any competitor.
- **NuShoe** will offer a fair and equitable solution based on almost 25 year's of experience.
- Example: Average cost for cleaning mold is approximately **\$2.50** per pair.
- Every project is unique, contact us for a quote

## What Will You Save?



**Time & Money!**

## Confidentiality

- Fast. Affordable. **Discreet**
- NuShoe has worked for many of the largest shoe manufacturers in the world.
- References are available upon request. NuShoe is willing to sign non-disclosure agreements.
- Let's face it: you want NuShoe to keep your quality issues confidential



## Non-disclosure agreements





## Focusing on our other services:

- **REFURBISHMENT: Consumer-paid Mail-order Repair**
- **RETURNS: Warranty Repair and processing Consumer Returns**

**NuShoe can help you manage your “backroom”, and become your end-of-life full service provider.**



**NuShoe will coordinate shipping from brand, retailer or 3PL to our twin-plant refurbishing centers**

**We are experts in finding timely solutions that fit your Dispute Resolution System**



**NuShoe, Inc.**

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