



FREQUENTLY ASKED QUESTIONS

1. When are the pre-order shoes arriving? How do I order GRO shoes?

The first batch of pre-order shoes will arrive in Singapore in November 2007.

Please go to www.munsterwerks.com to print out and fax in an order form to 6748 2746 or fill in via soft copy and email form to sales@munsterwerks.com with complete details.

2. How will I get the shoes once they have reached Munster Werks?

You can opt to self collect upon our notification that your shoes are ready or pay a nominal charge for delivery to your doorstep.

3. Do I need to pay upon ordering or only when my shoes arrive?

Yes, these are pre-order shoes so payment will be required upon order. Refunds would be made on a case to case basis only.

4. What methods of payment do you accept?

We can accept Cash, Cheque or Direct Credit (Bank Transfer). Please highlight which method you would be using with your order.

5. Can I get a discount for purchases of more than 1 pair of shoes?

No, pre-order shoes are priced at an extremely attractive price of only SGD \$29.90 for an exclusive deal to those interested to be the first few in Singapore to have a GRO shoe hence there will be no discounts for multiple purchases. Retail prices from GRO's official launch in November will range from a min. SGD \$39.90 and above.

6. I don't know my child's size? What size do you recommend?

You can email us at enquiries@munsterwerks.com for a size conversion of your child's existing shoe size. Alternatively, draw your child's foot on a piece of paper. Measure from heel to the tip of the big toe and give us your best estimate in .cm or .mm. OR you can come down to our office to try the shoes for yourself for the best fit! Our size range from 28 – 38 (euro. size)

US	Europe	UK	.cm Size
11	28	10	14
12	29	11	15
13	30	12	16
1	31	13	17
2	32	1	18
3	33	2	19
4	34	3	20
5	35	4	21
6	36	5	22
7	37	6	23
8	38	7	24

We would recommend the following general sizes. Children ages 2 to 4 years old will generally fit a size 28-29/30-31; Children ages 4 to 5 years old will generally fit a size 31-32; Children ages 5 to 6 years old will generally fit a size 32-33; Children ages 7-9 years old will generally fit a size 33-34/34-35. Children ages 9-10 years old may fit into our size range from 36-38. Every child may vary in size so it would be best to do a foot measurement for a more accurate sizing choice.

It is recommended that you measure your child's foot every 3-6 months as their foot can change size due to growth spurts. Children tend not to complain about tight or loose shoes and this can hurt their feet. It would always be good to have snug fitting shoes for the growing active child.

7. Is GRO being sold at any retail stores? Where can I go to try them on for myself?

No, GRO is exclusively retailing at www.munsterwerks.com or at the Munster Werks Studio at 12 Aljunied Road, SCN Centre #06-01C. Please call in advance to 6844 2551 for a trial fitting of your GRO shoes.

8. The adjustment mechanism is somewhat difficult to adjust? What is happening?

Gro shoes are "parent adjustable". They require some strength to adjust as we would not want children to adjust shoes. We would not want them to change sizes on their own therefore they are made firm in the adjustment area. Consider also that the shoes will be adjusted only a couple times during the time they are owned.

10. Are the shoes waterproof?

We recommend that the shoes be hand washed and air dried. The shoes themselves are not waterproof and water will not affect the performance of the mechanism.

11. How much longer should the shoe last than a normal shoe?

Children's feet decelerate as they grow. Their feet grow more slowly as they get older. Depending on the age and growth patterns of a particular child, we estimate this will extend the life of each GRO shoe by 3 to 6 months.

12. Will the shoe change size during use?

The internal mechanics of the shoe are extremely rigorous and is designed to lock in place.

13. Is the middle part of the shoe soft? Does it give support to the child's foot?

No, the expandable middle section of the shoe has a solid internal structure and is not soft. It is rigid enough to give support to the child's foot.

14. Is the shoe comfortable?

GRO has been specifically designed for children. This would mean that the insides of the shoe have soft padding and foot support for the wearing comfort of the child. As with any sports shoe, we recommend wearing socks to soak up sweat.