

About Us

At Fierra, we believe that luxury is not just about aesthetics—it's about craftsmanship, comfort, and confidence. Our journey began with a vision: to create exquisite, handcrafted footwear that embodies timeless elegance while offering unparalleled comfort. Each pair is a testament to our commitment to quality, meticulously designed by artisans who blend tradition with contemporary style. We take pride in using premium materials and intricate detailing to bring you footwear that elevates every step you take.

From everyday sophistication to statement-making pieces, Fierra is more than a brand—it's an experience. Our passion for perfection ensures that every design reflects grace, durability, and an effortless blend of luxury and practicality.

Customer Testimonials

★ ★ ★ ★ ★

“Fierra shoes redefine comfort! I wore my slingbacks all day at an event, and they felt like a dream. The craftsmanship is impeccable!” – Ayesha M.

★ ★ ★ ★ ★

“These heels are everything! Elegant, comfortable, and absolutely stunning. Fierra truly understands luxury footwear.” – Sarah L.

★ ★ ★ ★ ★

“Finally, a brand that gets it! The quality is top-notch, and the designs are so unique. I get compliments every time I wear my Fierra pumps.” – Hira K.

Care Instructions

To maintain the elegance and longevity of your Fierra footwear, follow these simple care tips:

- Store your shoes in a dust bag when not in use.
 - Avoid prolonged exposure to moisture and direct sunlight.
 - Clean leather shoes with a soft, dry cloth and use a leather conditioner occasionally.
 - Keep suede and fabric footwear dry; use a suede brush for maintenance.
 - Rotate your shoes to prevent excessive wear and tear.
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Size Guide

We recommend referring to our size chart to find your perfect fit. If you're in between sizes, opt for the larger size for a more comfortable experience.

EU Size	US Size	Foot Length (cm)
36	5.5	23 cm
37	6.5	23.7 cm
38	7.5	24.3 cm
39	8.5	25 cm
40	9.5	25.7 cm
41	10.5	26.3 cm

Still unsure? Contact us for personalized recommendations!

Fierra Loyalty Program

Join our exclusive **Fierra Rewards Club** and enjoy special perks:

- Earn points on every purchase.
- Get early access to new collections and limited editions.
- Receive personalized style recommendations.
- Enjoy birthday discounts and exclusive members-only offers.

Sign up today and start earning rewards with every step!

Frequently Asked Questions (FAQs)

1. Do you offer international shipping?

Yes, we offer worldwide shipping. Delivery times may vary based on your location.

2. What is your return policy?

We accept returns within 14 days of delivery, provided the shoes are unworn and in their original packaging.

3. How do I know my size?

Refer to our size guide above or reach out to us for assistance.

4. Are Fierra shoes suitable for wide feet?

Yes! Many of our designs are crafted for comfort, and we provide size recommendations for wide feet.

5. How can I contact customer support?

You can email us at fierrafootwear@gmail.com or DM us on Instagram for quick assistance.

Exchange, Return, Shipping & Privacy Policies

Exchange & Return Policy:

We accept exchanges and returns within **14 days of delivery**. Items must be **unworn, undamaged, and in their original packaging**, including the shoebox.

Exchange Process:

- To request an exchange, email fierrafootwear@gmail.com with your order number and the product details.
- Once approved, send the item back using a trackable shipping method.
- Once we receive and inspect the item, we will dispatch your requested replacement.

Return Process:

- Email fierrafootwear@gmail.com within 14 days of receiving your order.
- Ensure the item is unworn and packaged securely.
- Upon receiving and verifying the item, we will process your refund within 7 business days. Refunds will be credited to the original payment method.

Customers are responsible for return shipping costs unless the product received is defective or incorrect.

Shipping Policy:

We offer **nationwide and international shipping**.

Processing Time:

- Orders are typically processed within **2-3 business days** (excluding weekends and public holidays).
- Custom orders or limited-edition designs may require additional processing time.

Delivery Timeframes:

- **Domestic Shipping:** Estimated delivery within **5-7 business days**.
- **International Shipping:** Estimated delivery within **7-14 business days**, subject to customs clearance.

Shipping Fees:

- Shipping costs are calculated at checkout based on your location.

- Free shipping may be available on select orders or promotions.

Tracking Information:

Once your order has been shipped, you will receive an email with a tracking number to monitor your shipment. If you do not receive tracking details within the estimated processing time, please reach out to fierrafootwear@gmail.com.

Privacy Policy:

At Fierra, we take your privacy seriously and ensure that all personal information remains secure.

- We **never share, sell, or trade** your personal data with third parties.
- All transactions are **encrypted** to protect your sensitive information.
- Customer information is used **solely for order processing, customer support, and marketing updates** (with consent).
- You have the right to request **data deletion or updates** at any time.

For more details, refer to our **Privacy Policy page** or contact us at fierrafootwear@gmail.com.

Our Commitment to Sustainability & Ethical Sourcing

At Fierra, we are dedicated to responsible fashion. Our shoes are handcrafted using ethically sourced materials, ensuring fair wages and safe working conditions for our artisans. We prioritize sustainable practices by reducing waste and utilizing eco-friendly packaging. By choosing Fierra, you're making a conscious decision to support craftsmanship that respects both people and the planet.

Step into luxury with Fierra—where elegance meets responsibility.