

We hope you'll be delighted with your new Po-Zu's, but if you are not entirely happy for any reason, or would like to exchange for a different style or size (subject to availability), you may return them within 30 days of receiving your order, and providing the shoes do not show any signs of wear. So please, ensure you try them on a clean surface, indoors.

For our full returns policy please visit the following link: <https://po-zu.com/pages/returns>

**GENERAL RETURNS**

Please follow these 2 simple steps:

1. Fill-in below slip and place it inside the shoebox with your returned item/s, securely packed, preferably in the original packaging.
2. Post back using a recorded/ tracked delivery method to the below address:

**PO-ZU Returns / ACE Logistics Ltd.**

Unit H48, Belcon Industrial Estate  
Geddings Road  
Hoddesdon, EN11 0NZ  
UK

We will process your exchange/refund within 14 working days from the date that your order has been delivered back to us.

If you haven't received notification of your exchange or refund within this time, and wish to contact us regarding this, please email: [customerservice@po-zu.com](mailto:customerservice@po-zu.com)

You may also phone us on weekdays between 10am and 5pm UK time on +44 20 7263 7588

**FAULTY PRODUCT RETURNS**

In the unlikely event that you want to return an item due to a manufacturing defect, please email [customerservice@po-zu.com](mailto:customerservice@po-zu.com) include the word 'Faulty' in subject line, and clear photos of the fault; we will then respond with further instructions. Please do NOT post faulty shoes to our usual return address above, the return process will take much longer if you do.

CUSTOMER'S NAME: .....



ORDER # .....			Tick only 1 box		REASON FOR RETURN Tick the most appropriate box					EXCHANGE TO	SIZE
QTY	RETURNED ITEM	SIZE	REFUND	EXCHANGE	TOO SMALL	TOO BIG	OTHER FITTING ISSUE	DON'T LIKE THE STYLE	FAULTY		

OTHER COMMENTS: .....