

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>

FULL-PRICED ITEM RETURNS

Providing you purchased a full-priced / non-sale item, you are entitled to free return postage within the UK. In which case please:

1. Email customerservice@po-zu.com with the subject title 'Return Request', we will then email you a Collect+ return label.
2. Fill-in below slip and place it inside the shoebox with your returned item/s, securely packed, preferably in the original packaging.
3. Take to your local Collect+ drop off point and keep the receipt provided, until you are notified that we have received your return.

SALE-ITEM RETURNS

If you purchased the item on sale or used a discount code, you will need to cover the cost of returning your order. In which case please:

1. Fill-in below slip and place it inside the shoebox with your returned item/s, securely packed, preferably in the original packaging.
2. Send 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

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 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								
QTY	RETURNED ITEM	SIZE	REFUND	EXCHANGE	TOO SMALL	TOO BIG	OTHER FITTING ISSUE	DON'T LIKE THE STYLE	FAULTY	EXCHANGE TO	SIZE		

OTHER COMMENTS: