



MOZO Return & Exchange Policies

The MOZO® Warranty:

Classic Collection: Footwear from the MOZO Classic Collection is under warranty for 6 months after your purchase for workmanship and defective materials.

Sharkz: Footwear from the MOZO Sharkz Collection is under warranty for up to 90 days after your purchase for workmanship and defective materials. If a product is not deemed defective, it will be returned to the customer.

The MOZO Guarantee:

All NEW shoes from the Classic Collection or the Sharkz Collection may be returned to MOZO® for exchange or credit within 60 days from purchase.

We provide the UPS return label for you to make the return shipment easy and if you're exchanging your shoes, we'll also cover the freight going back to you. We recommend trying your new shoes out on a clean and dry surface to verify a proper fit before wearing them outside or into the workplace.

All exchanges will be shipped via UPS Ground at no charge to you.

Return Procedures

To return a shoe to our facilities for a credit or exchange, please ship the shoe along with a completed return form. This form can be found online at www.mozoshoes.com under the Customer Care section of the site.

Note: This return/exchange policy does not apply to MOZO products purchased from discounted re-sellers such as eBay.com, factory outlets, or closeout sales.

