

## NEW SHOES

**Please wear new shoes indoors at home for a trial period before wearing outside.**

Our fitters are highly trained and meticulous about the fit of your child's footwear, so please help us and your child to have happy feet!

Throughout the day our feet change shape, children's growth spurts are erratic, so it is important that new shoes are worn indoors to highlight any potential discomfort or faults.

Feet need to get used to structured shoes especially after wearing less structured footwear during holidays. Please check feet after wearing indoors at home for any visible signs of abrasion which could be a sign of a change in size or width (no one wants blisters!)

If there are any concerns please return to our store with your child, shoes (incl. box) and receipt for a measuring and fitting review.

Children's shoes should be professionally checked for correct fit every 3-6 weeks for infants (0-3 years), every 6-8 weeks (3-4 years) and every 10-12 weeks thereafter. Our shoe fitters are always happy to check footwear and advise whether new shoes are required if necessary.

**Once shoes have been worn outside they have been deemed suitable and cannot be exchanged, replaced or refunded - see overleaf (your statutory rights are unaffected)**

# shuZu



## CARING FOR SHOES

1. Keep your child's shoes safe with name labels - it can be a costly loss!
2. Protect them with waterproof spray and polish new shoes before they are worn outside.
3. **Never** dry shoes on a radiator. Instead, fill with crumpled newspaper and allow to dry naturally.
4. If your shoes have a removable insole, take them out and air them - they will last longer and prevent bacteria build up (smelly feet).
5. Remove shoes as soon as you get home to allow moisture (sweat) to dry.
6. Remove dirt and wet mud as soon as possible with a damp cloth.
7. Clean on a regular basis with a nourishing wax polish/cream to help maintain the durability of the leather and create a waterproof barrier.

# FAULTY GOODS

If you feel your footwear has a fault, please STOP wearing them as this could make the issue worse, contact the store immediately for advice. The longer you leave it, there is often less we can do as many manufacturers will not accept returns after a certain period of time.

Footwear should be worn for the purpose they were designed for i.e. school shoes are not football boots or brakes for swings or bikes. With normal wear and regular care they will last a reasonable length of time (at least until they grow out of them, this of course can vary from child to child).

Manufacturing faults will normally appear in the first few weeks of normal wear. After this time problems are normally deemed as wear and tear. Scuffing, holes in leather where there is no seam, loose decorative stitching/detached decorations are not manufacturing faults however a repair may be offered.

Leather is not designed to and will not stand up to being scraped persistently on a rough surface, the result of this action is NOT a manufacturing fault.

Many shoes are constructed with light soles which often have air pockets in the heel. Heavy wear can expose this feature and this is considered normal wear and tear not a manufacturing fault.

**We reserve the right to offer a repair or part refund to cover any wear.**

## CHANGED YOUR MIND?

Return your item with your receipt within 14 days of purchase.  
We do not offer refunds (your statutory rights are unaffected).  
We offer an exchange or credit voucher for non-sale items only.  
Footwear must be returned in the original box, unworn and in a saleable condition.



## FITTING QUERY?

Fit comes first @ShuZu so please return your unworn item in their box with the receipt and your child. If our shoe fitters determine the fit is correct then we reserve the right to offer a credit note for unworn purchases.

## SELF FIT

In some circumstances, we may mark your purchase as 'self fit' or 'SF' if you choose a pair that our trained fitters do not consider to be the best fit or without the child, this will be made clear to you at time of purchase. Please note these cannot be returned (your statutory rights remain unaffected).

ShuZu

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