

Thanks for your order!



www.drmartens.com
 Mon - Fri 8:00 - 18:00
 0203 908 6901

Order Date	Order Number

**Please note without your delivery reference number we cannot process your refund.*

Product Code	Product Name	Size	Reason for Return

How to Return

You can return your product for a refund up to 30 days after receipt. If we receive an order that is not in a re-saleable condition, the item/s may be sent back to you. We'll process your return within 21 working days of receipt.

1. Simply pack your order securely, unworn and in the original packaging.
2. Fill out the form, **Including an order number which you can find on your confirmation email.** **Please note without your order number we cannot process your refund.*
3. Add a reason code from the options.
4. Send your return to; **Airwair International Limited, Returns Department, 60 Scalley Way, Warth Park, Raunds, NN9 6RJ.** With label attached.
5. Alternatively take the goods to your nearest collect+. Go to www.collectplus.co.uk/drmartens. Enter your order number and print off the label, attaching it to the parcel - please keep proof of postage.
6. You will receive an email once the item has been inspected and the refund is issued to the original payment method.

If you require any further assistance please email: contact@drmartens.com or call: +44203 908 6901

REASON CODE		
1 =	Too Small/Too Big	6 = Damaged Goods/Packaging
2 =	Different from website description	7 = Better price available
3 =	Defective/Faulty product	8 = Missed estimated delivery
4 =	I have changed my mind	9 = Accidental Order
5 =	Different from what I ordered	10 = Other



Business Reply Licence Number RSAH-YCGY-BKZH		
Airwair International Limited Returns Department 60 Scalley Way Warth Park Raunds NN9 6RJ		