

# Thanks for your order

www.drmartens.com

Mon - Fri 8:00 - 18:00

0203 908 6901



Order Date	Order Number

Product Code	Product Name	Size	Reason for Return

## Changed your mind?

You can return your items for a refund in their original condition and packaging 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 will process your return within 14 days of receipt. You can return your items free of charge either via Royal Mail or Collect+ following the steps below. At the moment, we are not able to offer exchanges. Please return your unwanted item for a refund and place a new order for the item you do want.

Reason Code			
11	Too Small	05	Different from what I ordered
12	Too Big	06	Damaged Goods/Packaging
02	Different from website description	08	Missed estimated delivery
03	Defective/Faulty product	09	Accidental Order
04	I have changed my mind	10	Other

## Return your item for free with Royal Mail

1. Using the form above choose a return reason code from the list of options and enclose it in your parcel.
2. Go to [www.royalmail.com/track-my-return/create/3777](http://www.royalmail.com/track-my-return/create/3777) or scan the QR code on the right, to create a label and find your nearest drop off location.
3. Print off your Royal Mail label, attach to the outside of your box and take to your nearest drop off location. Alternatively, your local post office can generate a label for you. Keep your returns receipt so you can track your parcel online.



## Return your item for free with Collect+

1. Using the form above choose a return reason code from the list of options and enclose it in your parcel.
2. Go to [www.collectplus.co.uk/drmartens](http://www.collectplus.co.uk/drmartens) or scan the QR code on the right. Follow the instructions to create a return label, print it off and stick it on your parcel.
3. Drop your parcel off at your local store offering the Collect+ service. Keep your returns receipt so you can track your parcel online.
4. You will receive an email once the item has been received and inspected. Your refund will be issued back to the original payment method.



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