

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

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 in our warehouse. Please note that we are not able to offer exchanges and our stores cannot process online returns. 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

- Using the form above choose a return reason code from the list of options and enclose it in your parcel.
- Scan the QR code on the right with your phone or visit www.royalmail.com/track-my-return/create/3777 to generate your pre-paid returns label. This will be sent to you via email.
- Print off your Royal Mail label and attach to the outside of your return and take it to your nearest drop off location. Your local Post Office can also print off your label for you, using the QR code on your generated label. Please check that your nearest location has printing facilities. Keep your returns receipt so you can track your parcel online.



Return your item for free with Collect+

- Using the form above choose a return reason code from the list of options and enclose it in your parcel.
- Scan the QR code on the right with your phone or visit www.collectplus.yodel.co.uk to generate your pre-paid returns label. This will be sent to you via email.
- Print off your Collect+ label and attach to the outside of your return and take it to your nearest drop off location. Your local Collect+ point can also print off your label for you, using the QR code on your generated label. Please check that your nearest location has printing facilities. Keep your returns receipt so you can track your parcel online.



You will receive an email once your return has been processed and your refund issued. Please allow up to 14 days from the date of receipt in our warehouse for this process to be complete. Your refund will be issued back to the original payment method. If you require any further assistance please email us at contact@drmartens.com.