

Returns slip

You can return your items for a refund via post or in-store (excluding Republic of Ireland and outlet stores) for up to 30 days after you have received them. Returns will only be accepted in their original condition with their packaging. If we receive an item that isn't in a resaleable condition, we may return it to you. For returns via post, your refund will be processed within 14 days of receipt at our warehouse. We currently do not offer exchanges. If you'd like to exchange, we recommend returning your order for a refund and placing a new order for your desired item.



www.drmartens.com

Order Date	Order Number*

*Please note without your order number we cannot process your return

Product Code	Product Name	Size	Return reason code**

**Choose a reason code from:

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 product	09	Accidental order
04	I have changed my mind	10	Other

Return your item for free with Royal Mail



1. Fill in the table above and enter a return reason code from the list of options. Then enclose this form in your parcel.
2. Scan the QR code or visit <https://www.royalmail.com/track-my-return#/details/7560> to generate your pre-paid returns label. This will be sent to you in an email.
3. Print off your label, attach it to the outside of your parcel and take it to your nearest Royal Mail drop-off location or arrange a collection. Some Post Office branches can print a label for you using the QR code on your pre-paid label, so check whether your nearest one has printing facilities. Once you've sent your parcel, **please keep your proof of return.**
4. 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 contact us at https://www.drmartens.com/uk/en_gb/contact.