

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 |
|--------------|--------------|------|-------------------|
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Any online purchase made from the 1st November 2023 can be returned up until 31st January 2024 (or within 30 days of receipt, whichever is later) via post or in-store (excluding outlets). Items must be in their original condition and packaging. If we receive an order that is not in a re-saleable condition, it 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 – instead 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.yodel.co.uk/returns/drmartens to generate your pre-paid returns label. This will be sent to you via email.
- Print off your Yodel label and attach to the outside of your return and take it to your nearest drop off location. Your local Yodel Store 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.

YODEL



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.