



Returns slip

Any online purchase made after the 1st November 2025 can be returned until 31st January 2026 (or within 30 days of receipt). We accept returns via post or in-store (excluding Republic of Ireland and outlet stores). Returns will only be accepted in their original condition with their packaging. If we receive an item that isn't in a re-saleable 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.

Order Date	Order Number*

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

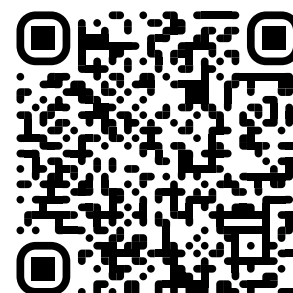
Product Code	Product Name	Size	Return reason code**

**Choose a reason code from the below

02	Different from website description	03	Defective product	04	I have changed my mind	05	Different from what I ordered
06	Damaged goods/Packaging	08	Missed estimated delivery	09	Accidental order	10	Other
11	Too small	12	Too big				

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 price



If you require any further assistance, please contact us at https://www.drmartens.com/uk/en_gb/contact