



RETURN / EXCHANGE



Returning your engelbert strauss goods? - This is how it works:

Dear Customer,



1) Fill in your 'returns form' and place it inside your returns packaging



2) Place your goods (in their original condition and packaging) in a box or other suitable outer packaging.

Please note: products do **NOT** have to be returned in the same parcel you received them in - due to current Royal Mail restrictions the maximum dimensions of your outer packaging must not exceed **61 cm x 46 cm x 46 cm**



3) Attach the Royal Mail **R48-LABEL to the outside** of your returns packaging for parcels of up to 5kg (see below). If your parcel weighs more than 5kg, please contact us on 01252 600225.



4) Take your returns parcel to your nearest Post Office

5) Ensure to obtain a 'proof of posting'

6) Keep receipt for your own records

Please cut out R48-LABEL and attached to the outside of returns packaging.

	ROYAL MAIL
r48	RETURN POSTAGE PAID LICENCE NO. 517296PR
Engelbert Strauss Ltd c/o Prism Data Management Ltd Colombia House 1 Apollo Rise Southwood Business Park FARNBOROUGH GU14 OZP	From:

NB:

1. Please note, that we can only cover the cost of carriage if the above label is being used.

2. Returned goods must be in their original condition, which means:

- All labels still attached (inside and outside)
- Have not been washed or worn
- Free from stains, pet hair and odours

Excluded from exchange:

- Technical goods with opened packaging (printer cartridges, calculators etc.)
- Made to order goods (embroidered / printed goods)