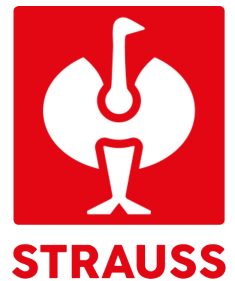


# RETURN/EXCHANGE

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

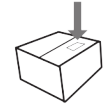
Dear Customer,



- Fill in your returns form and place it inside your returns packaging



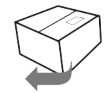
- Place your goods (in their original condition and packaging) in a box or other suitable outer packaging. Please note: products do **NOT** have to be returned in the same parcel you received them in - due to current Royal Mail restrictions the maximum dimensions of your outer packaging must not exceed **61 cm x 46 cm x 46 cm**



- Create your return label on <https://www.royalmail.com/track-my-return/create/3930> and attach it to the outside of your return packaging:



No printer? No problem. You can print your parcel return label at a Post Office or Customer Service Point. If your parcel weighs more than **20kg**, please contact us on 01252600225.



- Take your returns parcel to your nearest Post Office
- Ensure to obtain proof of posting
- Keep receipt for your own records

## NB

- Please note that we can only cover the cost of carriage if you follow the process mentioned above.

Or visit <https://www.engelbert-strauss.co.uk/Service/Exchange>



- 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.)
- Personalised goods (embroidered / printed goods)