

Customs Declaration: "Returns and repairs of Spanish merchandise"

Return Instructions:

1. Write your order number here: _____
2. Write the name under which you made the order _____
3. Write the item(s) you are sending back _____
4. Next, mark in this document the reason for the return.
5. Attach this document to the shipment.
6. Go to the nearest courier service and send the package

Return Reason (check one option):

- A. Ordered multiple sizes and or items
- B. Sizing too small
- C. Sizing too big
- D. Product differs from appearance online
- E. Found an alternative product elsewhere
- F. Received wrong item
- G. Product is damaged on arrival

Please be advised that we do not cover international return costs and we do not offer exchanges. If you are not happy with the size and wish to exchange, kindly return your item and place a new order.

Opening hours from 9.00 AM until 6.30 PM CET on business days. Send the completed return form with your order to:

GLS - Fred Martin Collection
Maestro Román, 8
03204 Elche (Alicante) SPAIN
Phone: 966 634 534 - 622 174 184

contact@fredmartincollection.com

All returned items should be declared as 'Returns and Repairs of Spanish Merchandise' on the customs declaration. This should be written on the packaging as well as in the declarations form. Returned packages that don't have this mention may not be successfully delivered to our warehouse and might be subjected to additional fees.

Conditions:

- All orders have to be returned within 15 days, after the product has been received.
- Damaged and/or worn items are not eligible for exchange or refund.
- All returns must be sent in original shoe box.
- To ensure the arrival of your return, we strongly recommend sending the parcel by registered mail. If the return is not shipped using registered mail, Fred Martin Collection cannot be held liable for missing items.
- Please hold on to your proof of shipment until the refund has been made.
- A "money" refund will be made within 14 working days after the returns has been processed.
- Please note: additional time may be added to your refund time depending on your bank/credit card.
- Send the return items with this original return form.
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If you item is damaged always contact contact@fredmartincollection.com first, to get your authorization code before shipping your item(s) back.

Authorization code:

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