

# Warranty Claim Process

## Clothing and Footwear



Here at Lamberts we take pride in delivering our customers quality products along with the best possible service, if you are unhappy with the quality of a product purchased from us we will do our best to resolve the issue as quickly as possible.

### Faulty Items

If your item of clothing or footwear has a manufacturing defect or is not up to sufficient standard, we will do our best to process a claim on your behalf. We can only make a claim for items purchased directly from us.

### Contact Information

You can bring your item into our trade counter at

58-60 Whiffler Road  
Norwich  
Norfolk, NR3 2AY

Or call our helpful sales team on 03300 535 598 or email us at [sales@lamberts.co.uk](mailto:sales@lamberts.co.uk)

### Terms and Conditions

We can only make a claim for items purchased directly from us.

Items that have been misused, neglected, altered or accidentally damaged will not be accepted.

Providing the goods returned are in a reasonable condition we will examine the faulty product and where necessary send the faulty product to the manufacturer for examination. We will be in touch with information of any refund you are entitled to within 14 days. We may offer you a replacement charged at our standard price and providing the original product has been confirmed as faulty, offer you a full refund on the original product. We will refund you within 28 days of the day that we contacted you to confirm that you are entitled for a refund.

Here is the link to our full refund terms and conditions <https://www.lamberts.co.uk/returns#.XKtU4aQo9rQ>

Please see separate document for Dickies warranty information.