



Returns Policy...

Customers need to notify us within 24 hours of any damages or need to return, otherwise requests will be automatically be declined.

If for whatever reason you wish to return an item, you may do so at any time up to 7 days to get a refund.

You must inform us by email at claims@drabestuk.com of your intention to return the goods and we will then book a courier to collect an item from yourself. Returned goods must be in a sale-able condition, in original packaging unless it is a damaged return.

You, the purchaser, will be responsible for contacting us of such situation, also you will be liable to pay £20* collection and £10* restocking fee unless the returned goods prove defective or faulty through no fault of your own. In such cases, we will refund or exchange the item.

Only after we receive the returned goods in a sale-able condition can we refund the value of the goods in full. Please be aware that refunds can take up to 14 days to be processed and appear in your account.

IMPORTANT! The delivery **must** be checked on arrival, and if anything is in an unacceptable condition, this must be stated on the couriers POD, otherwise claim will not be accepted.

Please check suitability of these items carefully before ordering to avoid extra costs.

MADE TO ORDER ITEMS ARE NON RETURNABLE, they are made specifically for you the customer.

*Please note this applies to standard stock items and not to 'made to order' products such as Trojans'

*Prices given are NET prices