RETURNS FORM

PLEASE RETURN ORDERS HERE:

DRAKE GENERAL STORE
53 Judson Street, Etobicoke, ON M8Y 1A4
2024 Return Policy





Thank you so much for shopping with us, we hope that you love everything in your order! If you're unsatisfied for any reason with any of the items in your order, we're more than happy to offer a refund as long as these criteria are met:

- All items must be unused, and in their original packaging.
- Clothing must be unworn, with their tags attached.
- Items are shipped back within 15 days of receiving your order.

We do not refund shipping on orders and you are responsible for the return postage. We'd advise shipping your return with a tracking number to ensure that the items do not get lost in transit.

Food, apothecary, undergarments, and swimwear are final sale and cannot be returned for a refund.

Exchanges

Currently, we are unable to accommodate exchanges by mail. We welcome you to return your items by mail, and repurchase the items in your desired size or style.

Refunds

Should you choose to return, please fill out the form below. We do not provide pre-paid return labels and you will be responsible for covering the shipping costs. Please keep your tracking number when shipping back your return.

Payments will be refunded back onto your original method of payment. Please allow between 5-7 business days for your return to be processed.

Sale or Promo Items will be refunded via store credit in the form of a Gift Card.

Returning Faulty/Incorrect Items

In the event you receive a faulty or incorrect item, please reach out to us at info@drakegeneralstore.ca and we will happily provide a return shipping label. Once the defective item is received we'll ship out a replacement.

(customer to fill in)	
Customer Name	
Order reference number	
EMAIL ADDRESS	
TEM NAME	
TEM COLOUR	
TEM SIZE	
PLEASE STATE REASON FOR RETURNING GOODS (EG.Faulty, Wrong Size)	