

STANDARD RETURN POLICY

Every boot is as unique as the wearer itself. Sometimes, a boot just doesn't work! That's why we always strive to get you in the perfect boot, whether it means getting you something brand new, or bumping you up a size. **Please do not wear your new boots outside unless you are sure they fit.** This is the best way to ensure your boots are returnable if the fit isn't what you were looking for. We encourage all of our customers to reach out to us if they need assistance with a fitting. We have been wearing boots for years, and know a thing or two about break-in and overall fit. If you are still unsatisfied with your purchase, we are more than happy to accept returns within 45 days in brand new condition with any tags included.

CUSTOM BOOT RETURN POLICY

Custom footwear is made to order, by hand, in the great US of A. Many hours of labor are poured into each pair. Because of this, custom boots are Non-Returnable. If you are experiencing fit issues, please do not hesitate to contact us. You would be surprised what our master craftsmen might be able to do to get that boot fitting right.

PLEASE NOTE:

No returns or exchanges will be accepted on worn merchandise.

REASON FOR RETURN OR EXCHANGE

If you are unsatisfied with your purchase, we are more than happy to accept returns within 45 days in **brand new** condition with any **tags included**. After 45 days we no longer accept items for return or exchange. Additionally, a 30% restocking fee may apply to custom (non-stock) boots.

RETURN OR EXCHANGE

This will be a/an: Exchange Return

Exchange Information:

Brand: _____

Style: _____ Size: _____

CONTACT INFORMATION

Order Number: _____

Name: _____

Phone: _____ Email: _____

Step 1: Simply pack all items being returned securely in the original packaging, if possible.

Step 2: Enclose a copy of the original packing list with your return merchandise.

Step 3: Be sure to keep the original packing list for your records.*

Step 4: Print this form, fill it out, and include it in the package.

Step 5: Ship return package to: **Drews Boots - Returns Dept., 2642 Roosevelt Blvd, Eugene, OR 97402.**

*Your order number will serve as your RA. For your protection, we recommend that you use UPS or Insured Parcel Post.