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## Returns FAQ

Customer Services - 2023-11-16 - [Returns](#)

If you wish to return an item for a refund or exchange then please visit our Returns Page [here](#). Please note that some items are non-refundable. Please view our [Returns Policy](#) for non-refundable items.

If you need to download a returns form then please click [here](#). Make sure to add your Name, Order Number and Email Address as well as the item you wish to return. If you are returning a faulty or damaged item please describe this on the form in detail including what is damaged and where. You must return your item within 30 days of receipt. If you are looking to return/exchange an item outside of this window then please contact Customer Services so they can decide how to proceed. If you are looking to return or exchange a pair of New Rocks or Dr Martens outside of this 30-day window we may be able to source a repair or replacement in certain situations. Please contact Customer Services if this is the case.

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- [There are items missing from my order. What should I do?](#)
- [I Need To Return/Exchange an Item Bought in Store.](#)
- [Item Has Been Delivered But I Don't Have My Order – Here's what to do.](#)