



CHANGED YOUR MIND OR NOT QUITE RIGHT?

No problem! We have a 28 day returns policy from day of despatch that allows you to return any unwanted items and receive a full refund (minus delivery charge).

SEND RETURNS TO:

Equestrian.com Returns Department, Equestrian.com, Riverside Offices, Bowers Mill, Branch Road, Barkisland, Halifax, HX4 0AD.

ORDER NUMBER	
YOUR NAME	
DATE	
EMAIL ADDRESS	
PHONE NUMBER	

RETURNING ITEMS

Qty	Description incl. Size & Colour	Item Code	Reason Code*	Item Price	Comments

*** List of Reason Codes**

- | | | | | | |
|-----------------|---------------------|---------------------|------------------------|--------------------|-----------------------|
| 1. Too long | 2. Too short | 3. Too big | 4. Too small | 5. Not as expected | 6. Ordered wrong item |
| 7. Poor quality | 8. Faulty / damaged | 9. Style unsuitable | 10. No longer required | 11. Late delivery | 12. Not as described |

THANK YOU FROM US!

We hope that you love your purchases from us and hope to see you back again soon! Use code **WB5OFF50** for **£5 off a £50** spend which can be used should you need to order a different size or just off your next shop!

RETURN TERMS AND CONDITIONS

- All goods purchased on and after 1st November 2016 are subject to a 28 days return policy after dispatch date. However during our Christmas period any items purchased between 1st November – 25th December will have until 31st January to return for a refund or credit note.
- You are required to cover the cost of postage to return the goods to Equestrian.com. In the case of an error/ fault we can only refund the postage costs up to our standard delivery option cost.
- For full terms and conditions please see our returns policy at: www.equestrian.com/page/faq

FAULTY, DAMAGED OR MISSING ITEMS

- If you receive a damaged parcel or a product is missing from your parcel then please notify us within 48 hours so we can help.
- If your item is faulty please call us on 01422 418555 (UK) or +44 1422 418555 (outside UK). Any items that come packaged in a box, such as footwear, must be returned with an outer box or bag for protection. Please do not apply the returns label directly to the product packaging and try to ensure the item is returned with all the tags, bags etc. still attached.

