



RETURNS FORM

Please complete the form below and return to:
Returned Commercial Goods
Equiflair Saddlery Ltd
Unit 33, Colne Valley Business Park
Huddersfield
West Yorkshire
HD7 5QG
United Kingdom

YOUR DETAILS

Full Name:

Telephone Number:

Email Address:

Order Address:

Post Code:

Delivery address for exchange (if different from above):

Post Code:

PURCHASE DETAILS

Order Number: Date of Purchase:

ITEMS RETURNED

Stock Code:	Description:	Reason for Return/Exchange:	Exchange Item for	Refund	Exchange
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
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ITEMS RETURNED (continued)

Stock Code:	Description:	Reason for Return/Exchange:	Exchange Item for	Refund	Exchange
				<input type="checkbox"/>	<input type="checkbox"/>
				<input type="checkbox"/>	<input type="checkbox"/>
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Returns Conditions

We hope that you are entirely happy with your purchase, however should you change your mind for any reason then we will refund any items returned to us in the original, saleable condition and not damaged within 28 days, starting the day after the day on which the goods are delivered. However you need to inform us that you want to return the goods within 14 days, which starts the day after the goods are delivered.

You can return unwanted items with this completed returns form that accompanied your order. A version of this form is available by downloadable PDF from www.equiflairsaddlery.com

Please note that unless damaged, defective or mis-described, we are unable to exchange or accept the return of -

Gel items once they have been in contact with a horse due to the tacky nature of these products.

Feed supplements where the container seal is broken.

Personalised goods such as embroidered rugs or saddle pads.

Bits that have been used and where there are marks or damage from the horse's mouth.

We will endeavour to process returns as quickly as possible and within 7 working days of receipt however this is not guaranteed but will be no more than 14 days from receipt at exceptionally busy times.

The delivery cost of returning goods to us is your responsibility. If you are returning items from outside the UK, all shipping, customs and import duties will be your responsibility, when booking your return, you should select duty payable by sender.

Returned goods are your responsibility until they are received by us. We strongly recommend obtaining proof of postage when sending items and please ensure the goods are packaged sufficiently well that they cannot get damaged during transit to us.

We will refund in full or replace items for exchange, but reserve the right to make a deduction from the reimbursement for loss in value of any goods supplied, if the loss is the result of unnecessary handling by you, i.e. if the item is dirty or damaged and not fully resaleable.

The percentage of the value withheld from the refund will be determined by us dependent upon the degree of damage or dirt. We will offer to return the item to you or withhold this value from the refund.

We will make reimbursements using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of the reimbursement.

Goods becoming damaged in your opinion through defective materials, poor workmanship or during carriage should be notified as soon as possible and returned to us for inspection as soon as possible. Under no circumstances should items continue to be used when damaged, as you will be deemed to have accepted the goods in their damaged condition.

All products returned must be in a clean & dry condition in compliance with the Health & Safety Act. We reserve the right to delay or refuse to process items that arrive in an unacceptable condition.

All items must be returned to the address below.

Returned Commercial Goods
Equiflair Saddlery Ltd
Unit 33, Colne Valley Business Park
Huddersfield
West Yorkshire
HD7 5QG

We always try our best to ensure your order is correct and arrives in perfect condition. Occasionally however mistakes do happen and if there is a problem with your order please contact us on 01484846939 or email contactus@equiflairsaddlery.com so that we can rectify any issues straight away.

Please note that none of the above affects your statutory rights.