

Order Number: _____

Customer
Name: _____

Postcode: _____



Please follow these steps to ensure a quick and easy refund/exchange:

1. **Complete the form above in full, and enclose it with your goods.** If a returns form is not enclosed, this could lead to a delay in processing your return.
2. **Ensure all items are still in new condition with their original, undamaged packaging.** Please ensure all products are completely free of any hair/dirt/marks/grease etc. (especially rugs and hoof boots), as only clean, new/unmarked goods in their original packaging can be accepted. If you have a faulty item, please contact us before returning your item.
3. **Ensure your goods are packed securely.** Make sure your products are properly protected for the return journey, so they arrive in good condition. Please **do not stick anything to the product packaging (e.g. boot boxes)**, or we may not be able to accept that item.
4. **Send your parcel to us using the address below.** Return postage is at the customer's expense, and we recommend sending the parcel by a tracked/insured method for your peace of mind, in case of loss or damage (as we are only responsible for the goods once we have received them in good condition).

Product Name	Qty	Exchange/ Refund	Exchange product (Size and Colour)

EXCHANGES Please choose a delivery option:

Standard (any value order): £3.99

☐

Express (under £65: £6.99, over £65: £4.99)

☐

Exchanges: If a payment is needed, you will be emailed and sent a link to make a secure payment online when we process your return.

Refunds: Will be made back to the original payment method.



The Saddlery Shop Ltd
Trelawne Farm
Chilla
Devon
EX21 5XE

Order number: _____

Reminder:

We must **receive** your return within

30 days

of you receiving your order, and the products must all be in new/clean/undamaged condition to receive a refund/exchange. After this time and/or goods not received in new condition may not be accepted.