

# THE SADDLERY SHOP

## The Saddlery Shop Ltd,

Trelawne Farm,  
Chilla,  
Beaworthy,  
Devon,  
EX21 5XE

Tel: 0344 8806900

email: [customerservices@thesaddleryshop.co.uk](mailto:customerservices@thesaddleryshop.co.uk)

website: [www.thesaddleryshop.co.uk](http://www.thesaddleryshop.co.uk)

**Please complete this form in full**, and ensure you include this top portion in with your return, and the address label at the bottom to be displayed clearly on the outside of your wrapped parcel. Alternatively, you can write all the information requested on a sheet of paper to include with your return instead if you wish.

**Please note that you must return goods to us within 14 days** (starting from the day after you receive them) in as new condition with all packaging, labels etc intact and undamaged in order to obtain a full refund for the goods. Please see our website for full details. **We recommend you return your parcel to us by a registered/insured means as we cannot accept responsibility for the goods until they have been restored to us.**

**If you ordered through our website [www.thesaddleryshop.co.uk](http://www.thesaddleryshop.co.uk):**

Please indicate on the form below if you would like an exchange or refund. If an exchange is required, please indicate what you would like in exchange and sign the form at the bottom to indicate we may debit/credit your card with any difference. If you paid by PayPal we will contact you if additional payment is required. Processing an exchange for any order value costs £3.99 (sent standard delivery). If you need your exchange as quickly as possible, please note on the returns form that you would like the express service which costs £7.99 (sent express, usually next working day delivery).

**If you ordered through Amazon or Ebay:** We are only able to refund you for your purchase due to the terms of the third party website. You are most welcome to place an order for the replacement item directly through our website or through the third party website as before if you wish to.

Order Number _____
Name: _____
Address: _____
Town: _____ County: _____ Post Code: _____
Tel No: _____ Email: _____

Items	Reason for return	Exchange / Refund <small>Please write what you would like in exchange here</small>

I agree for the difference in goods (if applicable) + return postage only to be debited from my original payment method,  
signed \_\_\_\_\_

Please cut along the line to detach address and place on parcel for return



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