

Order number & date:

Customer name:

Customer postcode:

Product name	Product code	Qty	Refund required (please tick)	Exchange required (please tick)	Item/s to exchange for (please list size & colour)

Please let us know why you are returning your item/s, for faulty or incorrect items please complete the box below:

Returns reference:

☐ Faulty item received ☐ Incorrect item received (please tick if applicable)

This is only provided by customer service when goods are faulty or you have received an incorrect item/s; you do require a reference for any other return.

Please follow these steps to return for a refund or exchange:

- 1) Complete the form & enclose within your parcel; failure to enclose may result in delays processing your return
- 2) If using our returns service (chargeable at £4.99), please visit www.onlineforequine.co.uk/returns and create your label by clicking **"Royal Mail Return Label Generator"**; this will create a label and allow you to book a collection
- 3) Attach the label to your parcel; *do not directly attach this to the product*, outer packaging must be used
- 4) Hand in at the post office and obtain proof of postage; no payment is required at this point
- 5) If using your own courier to return items, please use a tracked service and retain proof of postage; you accept liability for any losses / misroutes if using a 3rd party courier

Important

- 1) Goods must be in original packaging with tags attached in clean, resaleable condition. Please check there are no horse hairs / mud on returned items. Our motto is return it in the condition you expect to receive it. **WE WILL NOT HANDLE USED OR DIRTY GOODS**
- 2) Riding hats must be returned with original tags in the same protective packaging they are received

Returns address:

Online for Equine Returns,
The Barn, Yew Tree Farm,
London Road,
Shirleywich,
Stafford,
ST180PN

Remember:

Returns must be received within
30 DAYS
of you receiving your order for a full refund. After this we only offer an exchange / credit at the managers' discretion.