

Invoice / Order Number	Order Date	Customer Name	Postcode						
Product Name	Product Code	Quantity	Price	Refund	Exchange	Credit Note	Replacement Size / Colour	Reason Code	Reason for refund / exchange codes
									1) Item does not fit me 2) I don't like it or I changed my mind 3) I ordered more than one size 4) Order arrived late 5) Item is poor quality 6) Wrong item received 7) Other

Please follow these steps to return or exchange your item:

- 1) Complete the form above; next to your item/s please tick whether you require a refund, exchange or credit note, clearly stating your replacement size / colour if requesting an exchange.
- 2) If you have received an incorrect item, please tick 'exchange' if the item is still required (Online for Equine returns service must be used (*see below*), please do not pay to return the item as we cannot reimburse costs)
- 3) Enclose this form within your parcel

If using the Online for Equine returns service:

- 4) To use our returns service (chargeable at £4.99), please visit www.onlineforequine.co.uk/returns to create and download your returns label
- 5) Once complete, simply hand the parcel into your local post office and request a proof of postage – no payment will be required
- 6) The £4.99 is a single charge which covers returning your parcel and receiving your exchange, this will be billed upon receipt of your exchange or deducted from your refund

If not using the Online for Equine returns service:

- 7) If you do not wish to use the Online for Equine returns service, please send your return via a recorded service as Online for Equine cannot be held liable for courier losses

Address for returns: **Online for Equine Limited, The Barn – Yew Tree Farm, London Road, Shirleywich, Stafford, ST180PN**

Note for returns: Please ensure you return goods within 30 days of receipt for a full refund or exchange; goods must be in original packaging with tags intact in a clean, resalable condition. We will not handle used or dirty goods. Goods received after 30 days will not be eligible for a refund/exchange and a credit note will be raised for the value of your order. For assistance, please call us on 01785-472221.