

# RETURNS FORM



We hope you are happy with your purchase from Shires Equestrian. Should you wish to return any items, complete this form with details of the items and reason for returning.

To speed up processing your refund, please ensure you fill in the account and invoice number – these details can be found on your packing note.

Please note that only items purchased on shiresequestrian.com can be returned directly to Shires Equestrian. Items purchased from a Shires Equestrian stockist must be returned to the same store.

**Name:** .....

**Invoice Number:** ..... **Account Number:** .....

**Address:** .....

**Postcode:** ..... **Phone Number:** .....

Product Code	Size	Colour	Quantity	Reason

**Return Code:** A – Incorrect size B – Incorrect colour C – Style didn't suit D – Other (please specify)

## Damaged Goods

If any items have arrived damaged, please contact us within 14 days so we can arrange a replacement. Get in touch by email: [returns@shiresequestrian.com](mailto:returns@shiresequestrian.com) or phone: 01568 613600.



**Returns Department**  
**Shires Equestrian**  
**15 Southern Avenue**  
**Leominster**  
**Herefordshire**  
**HR6 0QF**

## Please note:

- Riding hats are non-returnable.
- Unfortunately, we are unable to offer exchanges. Please return the item to us for a refund and re-order online at shiresequestrian.com.
- Items must be returned in the original packaging with labels still attached. Items without their original packaging or labels will be subject to a 10% restocking fee.
- Except for defective items, we are unable to accept returns of items that have been personalised at your request.
- Items must be returned in a clean condition.
- Items are your responsibility until they are received by Shires Equestrian. We recommend returning items to us using a registered or traceable method.
- Postage will only be refunded if the returned item is deemed faulty upon inspection.
- If you believe your items to be faulty, please contact us so we can investigate further. Items will only be deemed faulty if it is a result of manufacture and not through normal wear and tear or misuse.
- You have 14 days to notify Shires Equestrian if you wish to return an item from receiving it. The item(s) must be returned within 14 days of notification.