



JUST EQUINE RETURNS FORM

We hope you are happy with your purchase, but if you are not and wish to return and exchange for a different size or style, an alternative item or a refund, you must let us know within **14 days** of receiving your order. We will need to receive the goods within a further **30 days** of you notifying us that you will be returning them. Please complete this form and send it to us with your returned item(s) in perfect condition in the original packaging and receipt/invoice.

| | |
|------------------|--|
| Date | |
| Order Number | |
| Name | |
| Address | |
| Telephone number | |
| Email address | |

| QTY | ITEM CODE | DESCRIPTION | COLOUR | SIZE | REASON CODE | REASON CODES |
|-----|-----------|-------------|--------|------|-------------|--|
| | | | | | | A Does not fit B Not to my taste C Ordered more than one size D Does not match website image/description E Faulty F Wrong item sent G Poor quality |
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|---------------------------------------|--|
| Further comments on reason for return | |
|---------------------------------------|--|

Would you like: Exchange ☐ Refund ☐ (please tick as appropriate)

If you would like an exchange, please tell us which item(s) you require below

| QTY | ITEM CODE | DESCRIPTION | COLOUR | SIZE |
|-----|-----------|-------------|--------|------|
| | | | | |
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Please note that the following items cannot be returned or exchanged unless faulty: Embroidered Goods; Made to Measure Items; Items made in personalised colours; Opened supplements where your horse does not like the taste or smell; Bombers Bits & Trust Flexi Bits

You must make your own arrangements to return goods to us and you will be responsible for the cost of return unless goods are faulty. We recommend you obtain proof of postage as you are responsible for the goods until they arrive with us.

Refunds will be processed within 14 days of the goods arriving at Just Equine, or within 14 days of us receiving proof that the goods have been returned, whichever is earlier. You will be reimbursed via your original payment method.

All goods returned must be in a clean condition. Any goods that are deemed too soiled to handle will be sent back.

A postage fee will be charged for all exchanges.

If you are returning goods from **outside the UK**, you **MUST** tick the box on the customs paperwork to indicate it is a return, otherwise you may be liable for customs charges.

Please send return items to:

**Just Equine Ltd, The Office, Leyshurst Farm, West Chiltington Lane, Coneyhurst,
West Sussex, RH14 9DY UK**

Tel: 01403 249966 Email: sales@justequine.co.uk