



JUST EQUINE RETURNS FORM

We hope you are happy with your purchase, but if you are not and wish to return your item for a different size or style, simply send your order back for a refund and make a new order of the item you require in your correct size or colour. We will need to receive your returned goods back with us within **30 days** of date of purchase. 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

Further comments on reason for return	
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Please note that the following items cannot be returned 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.

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