

## Online Orders Returns Form

We hope you are happy with your purchase. Should you wish to return an item for exchange or refund, we will be happy to do this provided that the item is in a fully resalable condition.

**Please remember to open the retail packaging carefully and don't remove any swing tags or labels until you have decided you would like to keep an item. This is because Returns and Exchanges go back into stock and if the retail packaging is damaged or the labels have been removed, it can be difficult to resell, and we may not be able to issue a refund.**

Returns must be made within fourteen calendar days of receipt; items must be unused and in original, undamaged packaging with all labels attached.

We regret that we are unable to offer free postage on exchange and returns items. Please complete your card details below to cover postage if you have requested an exchange. If you prefer, please enclose a cheque for the original postage cost to First Thought Equine Ltd.

Please complete the following steps:

- ➔ Please contact us by email to advise us of your return
- ➔ Complete the form below and enclose with your parcel
- ➔ Complete your card details (if requesting a refund)
- ➔ Send your parcel to us at the address on the top right of this form
- ➔ Please obtain, and retain, proof of postage.

### Personal details

<b>Name</b>	
<b>Address</b>	
<b>Telephone Number</b>	
<b>E-mail Address</b>	

### Items Being Returned

<b>Order Number:</b>				
Item	Replacement Size (if needed)	Fault (if applicable)	Price	Reason Code *



\* Reason Codes:    1. Wrong Size    2. Not as expected    3. Faulty Product (please give details below);

Tick as appropriate:                       Refund                       Exchange

**Further Details of Exchange/Refund/Fault**

For further details on our returns policy please see our terms and conditions at [www.wowsaddles.com](http://www.wowsaddles.com)

**Signature**

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**Date**

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