



# BATTLESBRIDGE

HORSE & COUNTRY

## Returns Only

We hope you're happy with everything you order from us, but if you're not, please use this form to make a return. More information can be found on our website or you can contact us via email at [returns@horseandcountryshop.co.uk](mailto:returns@horseandcountryshop.co.uk).

Name

Order Number

Date

Qty	Barcode	Description	Reason Code	Replacement size

### Reason Codes

1. Does not fit
2. Does not suit
3. Arrived late
4. Changed my mind
5. Incorrect item
6. Looks different on website
7. Item faulty

### Please Note

- There are products that cannot be returned:
- Feed supplements, first aid or grooming items where the security seal is broken.
  - Bits that have been used or have marks from horses mouth.
  - Safety equipment such as riding hats and body protectors where they have been damaged

**Please see our website for the full returns policy**

### Faulty Item?

If you believe an item is faulty, please contact us before sending the item back. Please do not return any faulty items until asked to do so.

### Additional information

- Please fill out the above requested information.
- Package the items that are being returned in suitable packaging to prevent damage during transit.
- Goods must be returned within 14 days from the date of delivery, unless a part of an extended returns policy, in their original condition, with all labels and security seals unbroken.
- Enclose this form within your parcel.
- Arrange for the parcel to be returned to us. We recommend you keep a proof of postage until we have confirmed receipt of the parcel
- Failure to follow our returns process may cause delays in processing your request.

*We do not offer exchanges. If you wish to receive a different item, size, or colour, please return your original purchase in accordance with our return policy and place a new order.*

**Please see our website for the full returns policy**

### Returns Address

This is not a pre-paid label

Returns Department  
Battlesbridge Horse  
and Country Shop  
The Mills  
Chelmsford Road  
Battlesbridge  
Essex  
SS11 8TR

Signature