



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.

Name

Order Number

Date

Qty	Product Name	Reason Code

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 send us an email to returns@horseandcountryshop.co.uk that you wish to return your item.
- 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 proofs of postage until we have confirmed receipt of the parcel
- Failure to follow our returns process may cause delays in process 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