

## **SOMETHING NOT RIGHT? HERE'S WHAT TO DO**

We accept that, at times, you'll need to return an item to us.

We're happy to exchange an item or issue a refund providing the conditions given overleaf under 'OUR RETURNS POLICY' are met.

Once you've read that, simply follow these three steps...

### **STEP 1: TELL US WHY YOU'RE RETURNING YOUR ITEM**

If you wish to return an item, please enter a reason next to the relevant item(s) on the form below. Please also let us know if you require an exchange. Please note, we will only issue a refund when a reason for the return is provided. Finally, before you post your item(s) back to us, please email us at [returns@equus.co.uk](mailto:returns@equus.co.uk) so we can keep an eye out for it.

If you need to return a damaged or incorrect item it is especially important that you contact us before returning the item.

REASONS FOR RETURN / EXCHANGE			
A.	TOO SMALL	G.	POOR FIT
B.	TOO BIG	H.	ORDERED BY MISTAKE
C.	FAULTY	I.	MATCHING ITEMS MISSING FROM MY ORDER
D.	NOT WHAT I EXPECTED	J.	INCORRECT ITEMS SENT
E.	POOR QUALITY	K.	OTHER (PLEASE SPECIFY)
F.	WRONG COLOUR		

ITEM NAME	QUANTITY I'M RETURNING	REASON FOR RETURN	EXCHANGE REQUIRED?
<i>(Example) Dublin Cool-It Gel Riding Tights Size 28</i>	1	A	Y (30)

### **STEP 2: TELL US WHO YOU ARE!**

It's important we know who's returning an item so we can process any refund or exchange efficiently. So help us to help you by filling in the following:

YOUR NAME	YOUR ORDER NUMBER	YOUR EMAIL ADDRESS / CONTACT NUMBER

### **STEP 3: RETURN YOUR ITEM**

Package up your item and return it to: The Returns Team, EQUUS, 38-41 Aldwarke Wharf Business Park, Waddington Way, Rotherham, South Yorkshire S65 3SH.

***Don't forget to read our Returns Policy overleaf before carrying out these three steps!***

**By riders, for riders**

e [customerservices@equus.co.uk](mailto:customerservices@equus.co.uk) w [www.equus.co.uk](http://www.equus.co.uk)

## OUR RETURNS POLICY

We accept that, at times, you will need to return an item that you've ordered, either for a refund or exchange.

We're happy to exchange or refund **providing the following conditions are met:**

1. The item is in perfect condition, complete with its original packaging and this packaging is undamaged.
2. You return the item within 30 days of having received it.
3. You enclose this completed returns form, giving a reason why your item is being returned

### IMPORTANT

- If the item you're returning to us does not meet all the conditions above, we will not give you a refund. Furthermore, we may have to send your item back to you, for which we'll charge you the cost of postage.
- Your return is your responsibility until it reaches our warehouse. So do ensure it's packed up properly and can't get damaged on the way. To avoid loss, you may wish to use a tracking service for your return.
- For UK customers, we do not charge packing and postage for delivery of a first exchange. However, we do ask for payment of the packing and postage cost for subsequent exchanges. This charge will vary according to the value and weight of your item(s).
- For International customers, we do not provide free delivery on any exchanges. As such, we will ask for payment of the package and postage cost for any exchanges. This charge will vary according to the value and weight of your item(s).
- If you're returning an item to us that's damaged, faulty or not the correct item then we will refund the cost of your return postage up to the value of £4.95. If your faulty item is likely to cost more than this to return then please contact us so we can make arrangements to collect the item from you.
- For a refund, you should expect to receive payment into your account within 14 working days of us receiving them.
- If a return is received by us after 30 days of you receiving it, we'll give you the choice of a gift card or exchange to the last known value of the returned item.
- At certain times of year (e.g. Christmas), the return period set out in our Refund Policy may be amended to allow you more time for exchanges & returns, for example if you are buying a gift. If you are buying a gift at any other time of the year then we are willing to extend our returns policy. However, you will need to agree this with us beforehand so contact us before placing your order so we can note that your returns period has been extended.

### Non-returnable and non-refundable items

Some items, such as underwear, are non-returnable and non-refundable. This is for health & safety and hygiene reasons. We specify on such products on our website that they're non-returnable & non-refundable so you know before you place your order.

*Underwear.* For hygiene reasons, all underwear on our website is non-returnable and non-refundable.

You can read our full Returns Policy on our website at [www.equus.co.uk/pages/returns-policy](http://www.equus.co.uk/pages/returns-policy).

**By riders, for riders**

e [customerservices@equus.co.uk](mailto:customerservices@equus.co.uk) w [www.equus.co.uk](http://www.equus.co.uk)