

We always hope you're happy with anything you order from us, but if not, please use this form to make an exchange or a return. More information is available at www.redpostquestrian.co.uk/returns. You can also contact us via email using returns@redpostquestrian.co.uk, or contact us by phone on **01803 812040**.

Our returns team are available via phone Mon-Sat 9am-5:30pm.

RETURNS

Name	<input type="text"/>	Transaction Number	<input type="text"/>	Date	<input type="text"/>
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Qty	Item Lookup Code	Description	Exchange	Refund	Replacement size	Replacement colour	Reason code
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
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<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

- Reason codes**
1. Does not fit
 2. Does not suit
 3. Arrived too late
 4. Poor quality
 5. Unwanted gift
 6. Item faulty
 7. Incorrect item
- See below for instructions

Faulty Item?

If you feel an item is faulty, **please contact us in the first instance.** Please **do not** return any faulty items to us until **asked to do so.**

Klarna.
 Klarna orders cannot be exchanged. You will need to return the original item for a refund & place a new order for the replacement.

Additional information or incorrect item? Please write here.

- » Please fill in the requested information above, including whether you would like an **exchange or a refund**.
- » Package the items you are returning in **suitable packaging** to prevent damage during transit.
- » Goods must be returned **within 28 days** in their **original condition and packaging**, with all **labels attached**.
- » **Enclose this form** with your products in the return parcel.
- » Royal Mail postage labels can be generated online at www.redpostquestrian.co.uk/returns. These labels are free of charge for **exchanges only**. If you are returning goods for a refund, **£4 will be deducted** to cover postage costs.
- » If you prefer to arrange postage yourself, please note **we do not reimburse postage costs** and you should ensure you purchase **sufficient postage insurance**. The responsibility for items lies with you until we receive them back.
- » If you need an urgent exchange, we advise that you place another order immediately and request a refund for your original order on this form - in this instance, the **£4 postage costs will not be deducted**, provided that you mark this clearly by **writing your new order number** in the Additional Information box above.
- » **Please note** that failure to properly follow our returns process may cause delays in processing your request.

RETURNS ADDRESS
THIS IS NOT A PRE-PAID LABEL

Returns Department
 Redpost Equestrian Ltd
 Lillisford Stud
 Littlehempston
 Totnes
 Devon TQ9 6NG

Signature