

Returns

Name		Transaction Number		Order Date	
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Qty	Item Lookup Code	Description	Refund or Exchange?	Replacement Size	Replacement Colour	Reason Code	Reason Codes for Refund or Exchange
							1. Does not fit 2. Does not suit 3. Arrived too late 4. Poor Quality 5. Unwanted Gift 6. Item Faulty*

Did we send you an incorrect item? Please fill in the following section:

Product Ordered	Product Received	Refund or Exchange?

- Please fill in the requested information above, stating whether you would like a refund or exchange.
- Package the items you are returning in appropriate packaging – the original packaging is fine to use.
- Enclose this form with your products in the return parcel.
- Any exchange requests will be shipped to you **free of charge!** If you need a more urgent exchange, you can place another order immediately and request a refund for your original order with this form.
- Please ensure you return the goods in their original condition within 28 days.
- The responsibility of the returned goods lies with you until they are delivered to our returns department, so please be sure to purchase sufficient postage compensation.
- Keep note of any tracking numbers or consignment numbers relevant to your return.
- Please allow 1-3 working days from receipt of a return for us to process your request.

Please Note: Failure to properly follow our returns process may cause delays in processing your request.

Signature:	
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Unsure of anything?

If you are not sure of what you need to do, you can find information on our website at www.redpostequestrian.co.uk
 Alternatively, you can email us at returns@redpostequestrian.co.uk
 or give the team a ring on 01803 812040 between 8:30am-6:00pm, Mon-Fri and 10am-4pm Sun.

↓ This is NOT a prepaid label. For info on labels visit our website. ↓
 ↓ If using the below label ensure sufficient postage is purchased. ↓

Address:

Returns Department
Redpost Equestrian Ltd
Lillisford Stud
Littlehempston
TOTNES, TQ9 6NG

*If you feel that anything you have been sent is faulty, please contact us **before** you send anything back.

PLEASE NOTE: We DO NOT reimburse postage costs, a prepaid label will be provided to you for faulty items being returned.

** FOR OFFICE USE ONLY RM label used DPD label used Not used