

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.redpostequestrian.co.uk/returns](http://www.redpostequestrian.co.uk/returns). You can also contact us via email using [returns@redpostequestrian.co.uk](mailto:returns@redpostequestrian.co.uk), or contact us by phone on 01803 812040.

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

**RETURNS**

Name	Transaction Number	Date
------	--------------------	------

Qty	Item Lookup Code	Description	Exchange	Refund	Replacement size	Replacement colour	Reason code

- Reason codes**
1. Too big
  2. Too small
  3. Does not suit
  4. Arrived too late
  5. Ordered multiple sizes
  6. Unwanted gift
  7. Looks different to image/description
  8. Quality issue/faulty
  9. Incorrect item received

**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.**

**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.

- » **Please note** Air Jackets cannot be returned using our standard Royal Mail returns process. If you need to return or exchange your Air Jacket, please contact our team, and we will assist you in arranging the return to Redpost Equestrian. Failure to comply may affect your eligibility for a refund.
- » 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** unless part of an extended returns policy, and all goods must be returned 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.redpostequestrian.co.uk/returns](http://www.redpostequestrian.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.

Signature

**RETURNS ADDRESS**  
 THIS IS NOT A PRE-PAID LABEL

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