

RETURNS FORM

If need to return an item to us. We will be happy to exchange an item or issue a refund providing the conditions given overleaf under our 'RETURNS POLICY' are met, once you've read and understood this, please complete the form below.

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 hello@uptonequestrian.com 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.



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

| ITEM NAME | QUANTITY | REASON FOR RETURN | EXCHANGE REQUIRED? |
|--|----------|-------------------|--------------------|
| <i>(EXAMPLE) Equisafety POLITE Air Waistcoat</i> | <i>1</i> | <i>B</i> | <i>N</i> |
| | | | |
| | | | |

CONTACT DETAILS – please fill in your contact details below, we cannot process your refund/exchange without this information!

| NAME | ORDER NUMBER | PHONE NUMBER AND EMAIL ADDRESS |
|------|--------------|--------------------------------|
| | | |

And finally, please package up your item(s) and return it to: UPTON EQUESTRIAN LTD, HIGHCLERE COTTAGE CHURCHFIELD ROAD, UPTON ST LEONARDS, GLOUCESTER, GL4 8BA

Registered Office: Upton Equestrian LTD, Highclere Cottage Churchfield Road, Upton St Leonards, Gloucester, GL4 8BA | Company Number: 11862213
www.uptonequestrian.com | uptonequestrian@hotmail.com

OUR RETURNS POLICY

If you 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 **14 days** (UK Only)
3. You enclose a completed returns form which is included in your delivery box/bag, giving a reason why your item is being returned.

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.

Please note:

- Your return is your responsibility until it reaches us. So please 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 charge packing and postage for delivery of 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 or faulty, we will refund the cost of your return postage up to the value of £4.99. If your faulty item is likely to cost more than this to return then please email us at hello@uptonequestrian.com 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.

Non-returnable and Non-refundable items

Some items, such as riding hats, body protectors, underwear, and sale/clearance items 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.

Riding hats- A riding hat is an important piece of safety equipment. Because of this, we expect you to have already been fitted by a qualified hat fitter and to know your size. Furthermore, a hat that has been dropped should not be worn again, even if there appears to be no damage to the hat. For this reason, all riding hats on our website are non-returnable and non-refundable.

Body protectors- A body protector is an important piece of safety equipment. Because of this, we expect you to have already been fitted by a qualified fitter and to know your size. For this reason, all body protectors on our website are non-returnable and non-refundable.

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.uptonequestrian.com/shipping-and-returns

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