

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](http://www.redpostquestrian.co.uk/returns). You can also contact us via email using [returns@redpostquestrian.co.uk](mailto: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**

<b>Name</b>	<input type="text"/>	<b>Transaction Number</b>	<input type="text"/>	<b>Date</b>	<input type="text"/>
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Qty	Item Lookup Code	Description	Exchange	Refund	Replacement size	Replacement colour	Reason code	Reason codes
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<b>1.</b> Does not fit <b>2.</b> Does not suit <b>3.</b> Arrived too late <b>4.</b> Poor quality <b>5.</b> Unwanted gift <b>6.</b> Item faulty See below for instructions <b>7.</b> Incorrect item
<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"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		

**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** 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.redpostquestrian.co.uk/returns](http://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**