

Returns Form



Thinford Saddlery  
Thinford  
Durham  
DH6 5JZ  
01388 814391  
[sales@thinfordsaddlery.com](mailto:sales@thinfordsaddlery.com)

Please complete the returns form below and include items for exchange or return.

Payment Address

Delivery Address (if different)

Name	
Address	
Postcode	
Telephone/Fax	

Name	
Address	
Postcode	
Telephone/Fax	

Please note that items for refund/exchange must be returned within 10 days of receipt. Please see our returns policy and Terms & Conditions for full conditions.

A refund may take up to 30 working days to appear on your credit/debit card statement from the date we receive the completed returns form.

**Order Number:** \_\_\_\_\_ \*order number is required (eg.w123456)

**Purchase Date:** \_\_\_\_\_

**Return Date:** \_\_\_\_\_

<u>Product</u>	<u>Size</u>	<u>Colour</u>	<u>Price</u>	<u>Reason Code</u>	<u>Quantity</u>	<u>Refund (tick)</u>	<u>Exchange (tick)</u>	<u>Faulty? (describe any faults)</u>

**Reason:**

- 1. Ordered in error
- 2. Faulty Product
- 3. No Longer Required
- 4. Not as Expected
- 5. Does not fit

Note: As described in our Terms& Conditions refunds are not available on Jewellery, Underwear, Customised or Personalised Products, Special Orders and Sale items.

We also cannot refund or exchange Gift Cards

Delivery Charges will only be refunded if the entire order is cancelled before dispatch. Exchange orders must pay for redelivery. Please see our Terms & Conditions for costs.

For Exchange or Refund use the same details as original Holder

Signature: \_\_\_\_\_