

RETURNS

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 <https://www.cranfordequestrian.co.uk/terms-and-conditions>

You can also contact us via email using hello@cranfordequestrian.co.uk or contact us by phone on 07842 216908.



CRANFORD
Equestrian Supplies

Your name:

Transaction Number:

Date:

Quantity	SKU Code	Description	Exchange / Refund?	Replacement Size	Replacement Colour	Reason Code

Reason Codes

- A. Doesn't fit
- B. I don't like it
- C. Did not arrive in time
- D. Poor quality
- E. Unwanted gift
- F. Incorrect item delivered
- G. Faulty/defective

Faulty Items

If the item is deemed by you to be faulty or defective, please email images of the problem item together with a description of the problem. Please do not return the item(s) to us until asked to do so, as they may need to be sent to the original manufacturer for quality control and investigation.

Additional Information?

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 in their original condition and packaging, with all labels attached.
- Enclose this form with your products in the return parcel.
- Please arrange postage yourself and ensure you purchase sufficient postage insurance. The responsibility for items lies with you until we receive them back.
- We will only reimburse postage if the incorrect item(s) was shipped to you, or if the item is deemed faulty or defective by either us or by the original manufacturer.
- 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. Please mark this clearly together with 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

Your signature:

RETURNS ADDRESS THIS IS NOT A PREPAID LABEL

RETURNS
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