



BATTLESBRIDGE

HORSE & COUNTRY

Returns/Exchange

We hope you're happy with everything you order from us, but if you're not, please use this form to make an exchange or return. More information can be found on our website or you can contact us via email at returns@horseandcountryshop.com.

Name

Order Number

Date

Qty	Barcode	Description	Exchange or Return	Reason Code	Replacement size

Reason Codes

1. Does not fit
2. Does not suit
3. Arrived late
4. Changed my mind
5. Incorrect item
6. Looks different on website
7. Item faulty

Ordered on Klarna?

Unfortunately we cannot accept exchanges on Klarna orders. You will need to return the original item for a refund and then place a new order.

Please Note

- There are products that cannot be returned:
- Feed supplements, first aid or grooming items where the security seal is broken.
 - Bits that have been used or have marks from horses mouth. Safety equipment such as riding hats and body protectors where they have been damaged

Please see our website for the full returns policy

Faulty Item?

If you believe an item is faulty, please contact us before sending the item back. Please do not return any faulty items until asked to do so.

Additional information

Returns Address

This is not a pre-paid label

Returns Department
Battlesbridge Horse
and Country Shop
The Mills
Chelmsford Road
Battlesbridge
Essex
SS11 8TR

- Please fill out the above requested information.
- Package the items that are being returned in suitable packaging to prevent damage during transit.
- Goods must be returned within 14 days from the date of delivery, unless a part of an extended returns policy, in their original condition, with all labels and security seals unbroken.
- Enclose this form within your parcel.
- Arrange for the parcel to be returned to us. We recommend you keep a proofs of postage until we have confirmed receipt of the parcel
- Failure to follow our returns process may cause delays in process your request.

If you need an urgent exchange, we do advise you place a new order immediately and then request a refund for your original order.

Please see our website for the full returns policy

Signature