

## RETURN AND EXCHANGE FORM

Our return policy states that at any time within 30 days of placing your order, you may return your unused product for an exchange or refund. Please fill out the form below and include it with your return. Please keep in mind:

- Sorry, we do not accept returns or exchanges for clearance, closeout, special order or personalized items. **Such items are identified at time of purchase.**
- We do not refund your original shipping or return shipping charges.
- All return merchandise **must be unworn with manufacturer's tag attached and in original bags and boxes including instruction material if applicable.** A refund cannot be extended if an item is not received back or is received in non-resalable condition.
- **Any returned items purchased via a special shipping promotion will be refunded less the full standard shipping rate (this does not apply to exchanges).**
- Your return may be delayed without proper documentation (i.e., return form and order confirmation e-mail).
- Refunds will be issued to the original form of payment or by company check less shipping charges.

For more information on our return policy, please see the reverse side or visit: [www.TheEquestrianCorner.com](http://www.TheEquestrianCorner.com)

## Have Questions or Need Help?

**Phone:** Customer Service  
800-518-0997  
9:00 am – 5:00 pm EST (M-F)

**E-Mail:** [customercare@theequestriancorner.com](mailto:customercare@theequestriancorner.com)

**Fax:** 800-518-7646

**Mail:** TheEquestrianCorner.com  
40 Marbledale Road, #1033  
Tuckahoe, NY 10707  
Attention: Customer Care

### Step 1: Please provide your contact information

Name:

E-Mail address:

### Step 2: List the items you are returning, the reason, and processing instructions

Check One

| Order Number | Item Number | Product Description | Quantity | Reason Code | Exchange | Refund |
|--------------|-------------|---------------------|----------|-------------|----------|--------|
|              |             |                     |          |             |          |        |
|              |             |                     |          |             |          |        |
|              |             |                     |          |             |          |        |

Comments:

Reason Codes: AL Arrived too Late    OW Ordered Wrong item    PQ Poor Quality    DO Duplicate Order    AD Arrived Damaged    WR Wrong item Received  
DB Defective/Broken    CM Changed my Mind    NP Not as Pictured    DF Did not Fit    GR Gift Return    NE Not as Expected

### Step 3: List any items you want in replacement or exchange

| Item Number | Product Description | Size | Color | Quantity | Unit Price | Total |
|-------------|---------------------|------|-------|----------|------------|-------|
|             |                     |      |       |          |            |       |
|             |                     |      |       |          |            |       |
|             |                     |      |       |          |            |       |

### Step 4: Package your items and mail

- Wrap the package securely and if possible, using the box in which you received your order.
- Place your return address and order number on the package and send it to the address listed in the top right box on this form
- Insure your return package and send with delivery confirmation. We cannot assume responsibility for misdirected, damaged, or lost shipments.

## RETURN AND EXCHANGE POLICY

- Returned merchandise must be received **within 30 days of the order date**. Returned merchandise purchased between November 1<sup>st</sup> to December 31 must be received by the following January 31<sup>st</sup>. We do not refund your original shipping or return shipping charges.
- **Any returned items purchased via a special shipping promotion will be refunded less the full standard shipping rate (this does not apply to exchanges).**
- All return merchandise must be **unworn with manufacturers' tag attached and in original bags and boxes, including any instruction material if applicable**. A refund cannot be extended if an item is not received back or is received in non-resalable condition,.
- Customers are responsible for using proper packaging when returning an item. If returning a helmet or boots, please do not use the manufacturer's box as the external shipping box. If manufacturer's boxes are used a \$15.00 re-boxing fee will be applied.
- We do not accept returns or exchanges for clearance, closeout, special order or personalized items. **Such items are identified at time of purchase.**
- If return is a saddle, please notify our customer service department within **seven (7) days** of receipt of the saddle. A Return Merchandise Authorization Number (RMA #) is required on all saddle returns. Please call our toll-free customer service number at 1-800-518-0997.
- All returned saddles are subject to a \$35.00 restocking fee.
- All returns of tall riding boots are subject to a 10% restocking fee. **This does not apply to an exchange of tall riding boots.**
- All exchanges are subject to a flat rate fee of \$7.95 to cover additional shipping charges.
- Theatre production companies (only) are subject to a 40% restocking fee on the return of any items purchased. This does not apply to exchanges.
- Your return may be delayed without proper documentation (i.e., return form or order confirmation e-mail).
- Refunds will be issued to the original form of payment or by company check less any shipping or exchange charges.
- Please allow at least 30 days for refunds to be processed. Refunds will appear on credit card or PayPal statement under the name of "EquestCorn" for TheEquestrianCorner.com.
- Please visit [www.TheEquestrianCorner.com](http://www.TheEquestrianCorner.com) Returns/Exchanges for complete details on our Return and Exchange policy.