

How to return Items

It is recommended that you use a recorded delivery service as we cannot be held responsible for goods not received.

Goods must be returned in their **original packaging** within 30 days of purchase.

Any return received with courier/postage labels stuck directly to the products will **not** be processed.

You **MUST** express your wish to return the item by contacting us via email: contact@gallopequestrian.com or call us on 00 44(0)1902 454771, and subsequently filling in this form.

We would ask that you please attach either a receipt or the invoice that you received from us.

Credits

Credits will be processed on the users account within take 3-5 days, and will be balanced against a subsequent order placed with ourselves.

You will receive an email with your credit note attached for your reference.

If you include proof of purchase, delivery will be credited for any returns sent to us, else we will only be able to credit a standard value of £4.00.

Faulty items

We make every effort to ensure all goods are dispatched in excellent condition, unfortunately faults do occur from time to time. Should there be a problem with any of our goods please return with a detailed description of the fault. We will carry out an inspection and contact you from there with the best course of action.

A restocking charge will occur if there are no faults with the returned goods. The restocking charge will amount to 25% up to 30 days from delivery, and 50% over 30 days. Returns must be accompanied by the date of purchase & invoice number, without this information goods cannot be processed.

Health & Safety

In accordance with legislation under the Health & Safety at Work Act 1972, we are unable to handle any horse clothing or equipment unless it is cleaned & dry.

Company Name:		Postage method:	
Address:		Postage cost:	
	Postcode:		

Products Returned

Code	Description	Size	Reason For Return	Exchange	Credit	Invoice Number
789	Trojan Heavyweight Turnout	5'6"	Wrong Size	✓		25176

Comments: