

CUSTOMER RETURNS FORM

Order # _____

If for any reason you are not satisfied with any products purchased from Robinsons Equestrian, **you may return them to us within 28 days of purchase for a refund, provided that the products are returned to us in their original condition including all packaging, wrapping and swing tickets.**

Robinsons Equestrian cannot accept responsibility for any goods lost in transit. We recommend using a recorded service for greater security and assurance. We are unable to refund or exchange personalised products.

3 EASY STEPS FOR RETURNING YOUR ITEM(S) TO US:

- Fill in the returns form below.
- Repackage the item(s) securely and enclose the completed returns form.
- Attach the returns label to your parcel and return the parcel to us at the address shown. **Please note this is not a pre-paid service.**

Robinsons Equestrian: 0344 245 9273 / robinsons.equestrian@lovelsports.co.uk

RETURNS FORM: Please fill in this form if you would like to return any item(s)

Please note: Refunds are automatically credited back to the original payment method

Code	Description	Size	Reason for return	Qty	Price

If items are being returned due to a fault, please give full details and location of the fault in the space below:

RETURNS ENQUIRIES: If you have any queries regarding your return, please call 0344 245 9273 for Robinsons Equestrian and then select option 2.

INTERNATIONAL RETURNS: When returning item(s) from outside the UK a refund will be issued once recieved and processed, to re-order alternative sizes or products please do so online.

PAYMENT ENQUIRIES: If any extra is owed for the exchange item(s) or express delivery, please enclose a cheque made payable to Lovell Sports Ltd. Alternatively please provide a contact number below so that we may call you and take any additional payment required over the phone

Contact Phone Number (Mon - Fri Between 9am - 5:30pm): _____

**Robinsons Equestrian Customer Returns
UNIT B
Brook Park East
Shirebrook
NG20 8RY**

Order Number: _____

Return Address: _____