

# Order Returns Form

Please complete your return using this form and include any items for exchange or refund.

Tel: 0191 384 0900

Email: [info@petnpony.co.uk](mailto:info@petnpony.co.uk)

Order online at: [www.petnpony.co.uk](http://www.petnpony.co.uk)

Unit 49-51,  
Dragonville Ind. Park,  
Dragon Lane,  
Durham,  
DH1 2XU

## Order Number

# #12345

### Your delivery address:

Name: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Postcode: \_\_\_\_\_

Tel: \_\_\_\_\_

Fax: \_\_\_\_\_

Email: \_\_\_\_\_

## RETURNS

You may cancel any contract between us at any time within 14 days, beginning on the day after you received the goods. Please wrap goods securely. Please see our Refunds and Returns Policy (over) for further details. We cannot accept personalised, custom-made, made-to-measure or special orders for a refund unless the goods are faulty.

Product code	Size	Colour	Price	Reason code (see below)	Qty	Tick as appropriate		If faulty please state the fault (continue on a separate sheet if necessary)
						Refund	Exchange (see below)	

### Reason codes

1. Faulty product 2. Ordered in error 3. Too big 4. Too small 5. Not as advertised 6. Wrong product/colour 7. Uncomfortable 8. Too long 9. Too short 10. Too wide 11. Too narrow 12. Don't like 13. Not as expected 14. Does not fit 15. Too thick 16. No longer required 17. Poor quality

## EXCHANGES

You may return goods for an exchange at any time within 14 days of delivery in their original, undamaged packaging. Please wrap goods securely. Please see our Refunds and Returns Policy (over) for further details. We cannot accept personalised, custom-made, made-to-measure or special orders for exchange unless the goods are faulty.

Product code	Page	Description	Size	Colour 1st choice	Colour 2nd choice	Qty	Item price
						P&P (Charges see left)	
						Total order	

### P&P charges

Standard postage: Add £4.95 for UK.

Despatch is by post or Parcel Force and delivery takes 3 to 5 working days.

### Methods of payment

Cheque or postal order: Please make cheques payable to Ride-away and send them with your completed Order Returns Form to the address below.

Credit/debit cards: If you wish to pay by credit/debit card then please call 0191 384 0900 and we will take your payment.

PetNPony would like to contact you from time to time, by email, post, telephone or SMS message with details of offers, products, reminders and services which may be of interest to you. By completing this form you are agreeing to receive this information. Please tick the box if you would prefer not to receive communications from PetNPony

Personal information which you give us may be used by us to process your orders, let you know about promotions and new products and for statistical analysis. For further details please see our privacy policy at [www.petnpony.co.uk/privacy-policy](http://www.petnpony.co.uk/privacy-policy). Our terms and conditions of sale apply.