



EXCHANGE / RETURN

GET THE PERFECT FIT

Making sure your horse is comfortable in well-fitting tack is our first priority, which is why we offer returns or exchanges on any item within 14 days of delivery. Returns are made to the original method of payment, minus postage. Re-delivery is not charged on exchanges, which are sent standard post.

Eligibility to return / exchange

Your item must be in original condition with tags attached. **Please don't do up the buckles when trying the item on your horse as this will leave an impression in the leather.**

- Item is in original condition with tags attached
- Item has not been ridden in & buckles have not been done up
- Item is as it arrived, with all straps connected & closed (not a plie of parts)

Please complete this form and send it back (with your item) to our **returns address**:
Lumiere Equestrian returns / Parcel locker 1013767004 / 35-37 Rundle Street / Kent
Town / SA / 5067.

Tell us what we need to fix

Your name:
Order number:
Email address:
Postal address:

I want to exchange

Item/s:

Reason:

Exchange for:

I want to return

Item/s:

Reason:

Please allow 1 week from our receipt of your item for us to process your exchange or return.