HORSE-IN-THE-BOX
Equestrian & Country

RETURN AUTHORISATION FORM

Please complete and return goods with this form to:
HORSE-IN-THE-BOX
24-29 BELL ST, YARRA GLEN VIC 3775

If you wish to return an item, please notify us within 14 days of receiving the goods.
Please ensure that returned goods are in perfect re-sellable condition, including all tags and packaging.
Please state if you wish to have the goods exchanged or the value of goods refunded. Freight cost is not refundable.
If you wish to have the item exchanged, please include a prepaid satchel, or provide payment for the freight.
If we accidentally sent you the wrong item, or the item is faulty we will pay for the freight of replacing the item.
If you attach a copy of your original receipt, you do not need to fill out the description/colour/size details.
We recommend using Au Post registered mail service, or express satchels for returns as they give you a tracking number.
High value items should be insured. We take no responsibility for items lost or damaged in transit.
If you're not sure of your size, or need assistance please email info@horseinthebox.com.au or ring 0432 211 606

Name:	Street:
Town:	State:
Post code:	Phone number:

Description of returned goods	Size	Colour	Exchange to	Size	Colour	Refund (please tick)

Reason for returning item:

If you selected REFUND:
If the purchase was made with bank transfer or VISA or MASTER cards then full refund will be provided.
If your purchase was paid with AFTERPAY, PAYPAL or ZIPPAY then we offer 2 options:
1. Receive full refund in the form of a store credit   (please tick) ☐
2. Receive refund the same way the purchase was made less 5% merchant fees.   (please tick) ☐

For refund to your credit card or bank account please provide your details:

Account name:

BSB:	Account number:

Credit card: VISA: ☐   MASTER: ☐   AMEX: ☐

Name on card:	Signature:

Credit card number:	Expiry date: /

Bank account name:

BSB:	Account number: