

# Return / Exchange Form



If you have an item you wish to return for a refund or to exchange, contact Customer Service to receive a Return Authorization Number (RA#) at 1-888-313-8842 or 905-739-9944 or info@tipperaryequestrian.com. Packages without an RA# will not be accepted.

Applicable for Canada and the United States only.

Please complete and enclose a copy of this form with your return or exchange.

CUSTOMER INFORMATION		
RA#	ORDER#	
FIRST AND LAST NAME		
ADDRESS		
CITY	STATE   PROVINCE	ZIP CODE   POSTAL CODE
EMAIL ADDRESS	PHONE DAYTIME	PHONE EVENING

**ACTION REQUIRED:**    Refund    Exchange

Note: Purchases originally paid for by credit card can only be refunded to the credit card used in the original purchase. Purchases made by gift card will be refunded to a gift card. Once your return is approved, all refunds (less shipping charges) will be processed within five (5) business days.

**REASON FOR RETURN/EXCHANGE:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**REFUND TO:**    Credit Card    Gift Card

WHAT ITEMS WOULD YOU LIKE IN EXCHANGE?				
Quantity	Product	Size	Color	Price

## RETURNS

- You have thirty (30) days from the date of purchase to contact Customer Service for an RA# for your return or exchange.
- Once your items is received, you will be sent an email confirmation.
- Your items will be inspected
- Items must be in new, unused condition in the original packaging with hang tags attached.
- If the returned item is not in new condition, no refund will be provided.

## SENDING YOUR RETURN

- Include a copy of this form inside the box
- Clearly mark the RA# on the outside of the box along with your return address.  
**Packages without an RA# will not be accepted.**
- You are responsible for the shipping costs for returning the item.
- Return the items freight pre-paid. We strongly recommend using a shipping method with a tracking number.
- Parcels returned via "freight collect", or COD will be refused.
- For the mailing address for Canada or the USA, please contact Customer Service

## TIPPERARY CUSTOMER SERVICE

T: 1-888-313-8842

T: 905-739-9944

E: info@tipperaryequestrian.com