



RETURN REQUEST FORM

Date of Purchase:

CUSTOMER DETAILS		
NAME:		ORDER NUMBER:
PHONE:		EMAIL:
POSTAL ADDRESS:		
SUBURB:	STATE:	POSTCODE:

RETURN ITEMS			
ITEM DESCRIPTION (Name)	SIZE	QTY	COLOUR

RETURN REASON (please tick one)
<input type="checkbox"/> Change of mind <input type="checkbox"/> Need a different size <input type="checkbox"/> Need a different style <input type="checkbox"/> Suspected Fault*
Additional Comments: (including exchange and faulty information)
<i>*If you selected Suspected Fault please check you have contacted us prior to posting to discuss troubleshooting the issue.</i>

Need to return something?

Please ensure you have checked our [returns policy here](#) for full terms and conditions before completing this form and sending back your item. **Please print this form to send with your return.**

If you require a different size or style we recommend you purchase it separately in case it is not available at a later date.

Follow the instructions below:

- Email address for your store credit voucher to be sent to, it must match the email address on your original purchase: _____
- I have purchased a new item of equal or more value and will require a refund of returned item
- Please provide your new order number to be eligible for your refund: _____

Please continue on next page...

TERMS & CONDITIONS:

- Item must be received by us within 30 days of purchase date.
- You understand it's your responsibility to return the item as it was sent to you.
- We do not take responsibility for any lost items in the post, you may wish to purchase tracking/insurance postage.
- Items returned that do not meet our [returns policy](#) will not be processed and you will need to pay the shipping to have the item returned to you.
- Store Credit Vouchers will be emailed to your email address within 5-10 business days of receiving the item having met the conditions.
- Refunds will be processed to the original method of payment within 5-10 business days of the item being received having met the conditions. This does not include the card or bank transaction times.
- If the original method was AfterPay the refund will be less a 6% fee retained by us.

I agree (please tick):

NAME: _____

DATE: / /

Please print this form to send with your return.

If you have any further questions please contact our customer service team via email sales@horseware.com.au

RETURNS ADDRESS: HORSEWARE AUSTRALIA, 465 Hume Highway, Craigieburn VIC 3064