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
Order online at: www.petnpony.co.uk

Your delivery address:
Name:
Address:
Postcode:
Tel:
Fax:
Email:

Return To:
PetNPony
Unit 49-51
Dragonville Ind Park
Durham DH1 2XU

Order Number
#12345

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.

<table>
<thead>
<tr>
<th>Product code</th>
<th>Size</th>
<th>Colour</th>
<th>Price</th>
<th>Reason code (see below)</th>
<th>Qty</th>
<th>Tick as appropriate</th>
<th>If faulty please state the fault (continue on a separate sheet if necessary)</th>
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<tbody>
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<td>Exchange</td>
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Reason codes

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.

<table>
<thead>
<tr>
<th>Product code</th>
<th>Page</th>
<th>Description</th>
<th>Size</th>
<th>Colour 1st choice</th>
<th>Colour 2nd choice</th>
<th>Qty</th>
<th>Item price</th>
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P&P (Charges see left)

Total order

P&P charges
Standard postage: Add £4.95 for UK Mainland.
Despatch is by Royal Mail or DPD and delivery may take 3-5 working days

Methods of payment
We will invoice you for return postage if this is applicable with your exchange.

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. Our terms and conditions of sale apply.