

Robyn's Tack Room Returns Form

Address for return: 76 Schnapper Rock Road, Schnapper Rock, Auckland, 0632, New Zealand tel: 029 123 6121

Order number: _____

Name: _____ Phone: _____

Email: _____

Reason For Return: _____

I have been in touch with Robyns Tack Room and we have agreed upon a: (Please tick)

Refund or Exchange or Store Credit

please do not tick 'refund' if we have agreed on an exchange or credit. We will provide what we agreed upon in our conversation.

For exchanges, you are welcome to include a self-addressed, pre-paid postage bag or we can email a payment link for the postage and any price difference for the items.

For an exchange, the item I would like is: _____

My address is still the same Yes / No

My new address is:

Returns check list for new items (please ensure all boxes are ticked):

The item is in brand new unused condition	
The tags have not been removed and are still securely attached.	
It has not been longer than 10 days since I received the item	
The item is in the original packaging	
The item is completely clean and no signs of trying on are evident (eg no teeth marks or chips on bits, no dust on saddle pads, boots or covers)	
I have securely packed the item in a box or bag to protect the original packaging and will include this form in the package.	
I have included all elements of the item that were received eg the neck rug with the cover	

Returns check list for pre-loved items (please ensure all boxes are ticked):

The item is in the same condition it was received in	
It has not been longer than 10 days since I received the item	
The item is clean and no signs of trying on are evident	
I have securely packed the item in a box or bag and will include this form in the package.	
I have included all elements of the item that were received e.g. the neck rug with the cover	