

RETURN / EXCHANGE FORM

EPIC EQUESTRIAN

THE BIG HORSE SHOP

ORDER NO:.....FULL NAME:.....

ITEM DESCRIPTION	SIZE	QTY	REFUND OR EXCHANGE	REASON CODE	NEW SIZE

REASON CODES:

1. TOO BIG
2. TOO SMALL
3. ORDERED MULTIPLE SIZES
4. FAULY / DAMAGED
5. INCORRECT ITEM RECEIVED

RETURN ADDRESS

THE BIG HORSE SHOP LTD
 UNIT 4 APPLEBY BUSINESS CENTRE
 EDEN STREET
 BLACKBURN
 BB1 3BL

IF RETURNING FROM OUTSIDE OF THE UK ALL PAPERWORK AND PACKAGING MUST CLEARLY STATE
 ‘UK RETURN NO COMMERCIAL VALUE ALL DUTIES AND TAXES PAID’

WE CANNOT PROCESS ANY RETURN WITHOUT RECEIVING THE RETURN IN THE WAREHOUSE

You have the right to return any Epic Equestrian product you purchased on our website, www.thebighorshop.co.uk, within 14 days of receiving your order for a full refund of the items purchased or within 30 days of the order date for an exchange or credit note only. You can do this for any reason. For full policy information, requirements and process please visit our website. Please note we can't process any return without receiving the item in the warehouse.

Where an original order has been returned for an exchange, should the exchange order be returned to us for a refund, this will only be eligible for a credit note in the form of a gift card, should it be returned to us within 14 days of receiving the item and meet our checklist. In the event where an item is returned to us in an unsuitable condition (worn, dirty, without tags, without packaging, altered or defaced in any way), your return will either be rejected and returned to you at your cost. Or, in some circumstances we reserve the right to offer a credit note minus a damage fee. The percentage of the value withheld from the refund amount will be determined by us dependant on the degree of damage or dirt. By placing an order, you accept that The Big Horse Shop Ltd's decision as to the suitable condition of a return is final and is not subject to appeal.

Biohazard Risk

The Big Horse Shop Ltd understands the risks associated with biohazards that could potentially be transmitted by products that have been worn by animals or exposed in an enclosed environment. To ensure the biosecurity safety of the UK, European and International equine community, we cannot resell products that have been worn or exposed to these conditions. All returned items must be new, unused, and in the same condition as when you received the item, including in its original packaging with all tags and labels attached, e.g., horse rugs should be returned in the original horse rug bag.

Returns under Warranty or Guarantee

All our items on our website, with the exception of horse boots, have a 1-year manufacturer warranty from the date of purchase which covers material or workmanship flaws only. Please contact customer services if you believe your item to be faulty or defective along with images of the faults. Please be aware all items being returned under the warranty has to be received in the warehouse for inspection at your initial cost. Should the inspection deem the item is damaged through accidental damage, excessive wear, misuse or general wear and tear, we reserve the right to refuse the return. Should this happen, the item will be returned to you, and you will be liable for the shipping charges of this. You should not continue to use the item when damaged. In doing so you will be deemed to have accepted the item in its damaged state, thus voiding your guarantee.

Postage fees (up to a value of £6.50) for any justified damage will be reimbursed in the form of a gift card. We recommend using an online courier to process your return.

NQP – Not Quite Perfect

Items displayed as NQP are heavily discounted and are not eligible to be returned for any reason. All items shown as NQP – Not Quite Perfect are sold with slight defects. By purchasing an item displayed as NQP – Not Quite Perfect, you accept the item has a fault and is nonreturnable.

Exchanges

You have the right to return any Epic Equestrian product you purchased on our website, www.thebighorshop.co.uk, within 30 days from your order date for an exchange only. All exchanges are subject to an additional shipping charge. Please contact customer service prior to returning your item for an exchange so the item you are wanting can be reserved for you.

Return Checklist

1. Item has not been worn.
2. Item is free from any marks, dirt, hair, or smell.
3. Item is in clean, pristine, unwashed, sellable condition, the same as when it was received.
4. All tags are attached, and the item is in its original packaging.
5. Your item is within the 14-day return period if returning for a refund.
6. Your item is within the 30-day return period if returning for an exchange.

Please be aware, if your return does not meet any of our requirements or returns policy, we will have no choice but to reject your return. In the event your return has not been accepted, you will be liable for the cost to ship your return to you. Please note this will not be subsidised as our delivery shipping is, this will be charged at cost.

We aim to process returns as quickly as possible. If your return meets all our requirements and returns policy your refund or exchange will be processed within 7 – 14 working days. Please allow up to 14 working days for any refunds to show in your account.