

# Return Policy

Would you like to return your order? Please follow the step-by-step instructions below.

1. Try or check the product as soon as possible after receipt and leave the packaging and cards intact as much as possible. Please note that in case of damage to the product or horse hair/dirt on or to the product, the return will not be accepted. Make sure that the product stays clean.
2. If you want to exchange or return the product please download the return form and fill it out.
3. Pack the product well and add the return form, without the return form the return cannot be processed. (If you want to send the product in a used box remove old barcodes).
4. Send the parcel sufficiently stamped to the address below and keep (or mail us) the tracking code.

**When you send the return from outside the EU, make sure you don't include the original invoice and clearly indicate it's a return shipment. When you have to indicate a value please always indicate a value lower than €20,00. (always insure your package with the correct value, we are not responsible for lost packages)**

5. We process the return within 14 days after we receive them.

**The Return address is**

FR Equestrian  
Marktstraat 32  
1411 EA Naarden  
The Netherlands



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# Return Form

## Customer details

Name	
Adress	
Postal/Zip code	
City	
Country	
Email	

Order number	
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The following product(s) will be returned		
Product Description	Quantity	Return Code*

Purchase date \_\_\_/\_\_\_/\_\_\_

Receipt date \_\_\_/\_\_\_/\_\_\_

Return date \_\_\_/\_\_\_/\_\_\_

Return Codes\*

1. Product is too small
2. Product is too big
3. Does not meet expectations
4. Wrong product deliverd
5. Damaged product/manufacturing error
6. Other; \_\_\_\_\_



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