



## RETURN / EXCHANGES FORM

We are sorry to hear you are not happy with your product/s.  
Please complete this form and attach it inside your returns parcel.

Return Address:  
BLACK HEART EQUESTRIAN LTD  
154 ARUNDEL STREET  
SHEFFIELD  
S1 4RE

Your name: \_\_\_\_\_

Date of order: \_\_\_\_\_

Order number: # \_\_\_\_\_

Email address: \_\_\_\_\_

### PLEASE CIRCLE - RETURN or EXCHANGE

(Please note: please read our website for more detailed information regarding the return process for non-EU customers.  
Customs/duty charges are the responsibility of the customer)

ITEM	REASON FOR RETURN*

\*Reason code:

- 1 - Too small
- 2 - Too big
- 3 - Changed mind
- 4 - Faulty/damaged
- 5 - Incorrect item sent
- 6 - Other (please specify)

Exchange:

I wish to exchange my item/s: \_\_\_\_\_  
\_\_\_\_\_  
for \_\_\_\_\_  
\_\_\_\_\_

(Please specify the name, colour and size of the item you wish to return & the same details for the product/s you wish to exchange for)