



Returns Request Form

CUSTOMER DETAILS

NAME:

ORDER NUMBER:

EMAIL:

PHONE:

POSTAL ADDRESS:

SUBURB:

STATE:

POSTCODE:

RETURN ITEMS

ITEM NAME

SIZE

QTY

COLOUR

RETURN REASON (please tick one)

☐

Change of mind

☐

Need a different size

☐

Need a different style

☐

Suspected fault*

Additional comments: (including exchange and faulty information)

**if you selected Suspected Fault, please check you have contacted us prior to posting to discuss troubleshooting the issue.*

Please continue on the next page.....

Need to return something?

We want this process to be as sooth as possible for you, so please ensure you have read our returns policy for full terms and conditions before completing this form and sending back your item. **Please print this form to send with your return.** If you have any questions please don't hesitate to contact us at hello@leaderequine.com.au

If you require a different size or style we recommend you purchase it separately in case it is not available at a later date.

Follow the instructions below:

- Email address for your store credit voucher to be sent to, it must match the email address on your original purchase: _____
- I have purchased a new item of equal or more value and will require a refund of returned item ☐
- Please provide your new order number to be eligible for your refund: _____

TERMS & CONDITIONS:

- Item must be received by us within 30 days of purchase date.
- You understand it's your responsibility to return the item as it was sent to you.
- We do not take responsibility for any lost items in the post, you may wish to purchase tracking/insurance postage.
- Items returned that do not meet our returns policy will not be processed and you will need to pay the shipping to have the item returned to you.
- Store Credit Vouchers will be emailed to your email address within 5-10 business days of receiving the item having met the conditions.
- Refunds will be processed to the original method of payment within 5-10 business days of the item being received having met the conditions.
- If you are requesting a refund for change of mind, there will be a 10% restocking fee.

I agree (please tick):

☐

NAME: _____

DATE: / /

Please print this form to send with your return.

If you have any further questions please contact our customer service team via email hello@leaderequine.com.au

RETURNS ADDRESS: LEADER EQUINE, 465 Hume Highway, Craigieburn VIC 3064