



You are entitled to return any items **excluding rug care** within **30 days** of your date of purchase For a refund or exchange.

**Items must be returned in the new clean and unused state, along with its original packaging.**

Items can be returned using the address label, found within your package along with the delivery note & returns form.

Please complete the return form below & send it along with your goods back to us using the address label provided.

Please ensure you package the returning goods carefully as **we do not accept liability** for returns that get damaged in transit by poor packaging.

If a refund is requested; once the item is returned to us & inspected. We will issue a refund. Please allow 7-10 working days for refunds from the date of receipt of the returned goods.

If an exchange is preferred; once the item is returned to us & inspected, we can then process the exchange request. If the exchange item costs less than the original purchase, we will refund the difference. If the new exchange item costs more than the original purchase, the difference in funds will need to be paid before the new item is dispatched.

**Disclaimer; Return postage costs are to be paid for by the customer, if items arrive to the customer & are faulty or damage, return postage cost will be reimbursed. Only upon receipt of the goods & after inspection. Proof of postage costs will be needed before we can issue a refund.**

**If an item is damaged in transit please return it immediately and do not use. We require the damage goods to be returned for inspection before a replacement/refund can be issued.**

**All items return to: Ribble Valley Horse Rugs, Brook house Barn, Clitheroe, BB73HW.**

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| <b>Return code:</b><br>A -Too Small<br>B- Too Big<br>C- Unwanted<br>D-Faulty<br>E- Other | <b>Customer name:</b><br><b>Customer address:</b><br><br><b>Contact no. &amp; email:</b> | <b>Return code:</b>      |
| <b>Product name:</b>   |  |                          |
| <b>Order reference:</b>  |  |                          |
| <b>Exchange/<br/>refund</b>  |  | <b>Item/colour/size:</b> |
| <b>Other-please<br/>state</b>  |  |                          |