

Return Form

Please complete the form below and return to:

10 Enterprise Way, Yaxley, Peterborough, PE7 3WY, United Kingdom.

YOUR DETAILS



Full Name:

Telephone Number:

Email Address:

Order Address:

Post Code:

Delivery address for exchange
(if different from above):

Post Code:

PURCHASE DETAILS



Order
Number:

If you ordered from us at a
show please attach a copy
of your receipt.

Date of
Purchase:

Ensure that tags are not removed, and when assembling your bridle for the first time, slide the parts through the keepers without buckling the bridle up. This will allow you to check the fit whilst keeping the leather in its original condition.

Individual bridle parts from a complete bridle can be swapped to achieve the best fit possible. You also have the ability to interchange the sizes of the throatlash, flash strap and other parts from the bridle if required.

If you purchased from us at a show and are requesting a refund please provide your sort code, account number and a copy of your receipt.

Sort Code:

Account
Number:

ITEMS RETURNED

Stock Code:	Description:	Reason for Return/Exchange:	Exchange Item for	Refund	Exchange
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Returns Conditions

We hope that you are entirely happy with your purchase, however should you change your mind for any reason then **we will refund any items returned to us in the original, saleable condition and not damaged within 28 days, starting the day after the goods are delivered. However you need to inform us that you want to return the goods within 14 days, which starts the day after the goods are delivered.**

You can return unwanted items with this completed returns form that accompanied your order. A version of this form is available by downloadable PDF from buildabridle.com/refund-returns/

We will endeavour to process returns as quickly as possible and within 7 working days of receipt however this is not guaranteed but will be no more than 14 days from receipt at exceptionally busy times.

The delivery cost of returning goods to us is your responsibility. If you are returning items from outside the UK, all shipping, customs and import duties will be your responsibility, when booking your return, you should select duty payable by sender.

Returned goods are your responsibility until they are received by us.

We strongly recommend obtaining proof of postage when sending items and please ensure the goods are packaged sufficiently well that they cannot get damaged during transit to us.

We will refund in full or replace items for exchange, but reserve the right to make a deduction from the reimbursement for loss in value of any goods supplied, if the loss is the result of unnecessary handling by you, i.e. if the item is dirty or damaged and not fully resaleable.

The percentage of the value withheld from the refund will be determined by us dependent upon the degree of damage or dirt. We will offer to return the item to you or withhold this value from the refund.

We will make reimbursements using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of the reimbursement.

Goods becoming damaged in your opinion through defective materials, poor workmanship or during carriage should be notified as soon as possible and returned to us for inspection as soon as possible.

Under no circumstances should items continue to be used when damaged, as you will be deemed to have accepted the goods in their damaged condition.

All products returned must be in a clean & dry condition in compliance with the Health & Safety Act. We reserve the right to delay or refuse to process items that arrive in an unacceptable condition.

All items must be returned to the address below and cannot be returned to a trade stand:

10 Enterprise Way, Yaxley, Peterborough, PE7 3WY, United Kingdom.

We always try our best to ensure your order is correct and arrives in perfect condition. Occasionally however mistakes do happen and if there is a problem with your order please contact us on **01733 301 488** or info@buildabridle.com so that we can rectify any issues straight away.