

## Colne Saddlery Returns Policy

Thanks for shopping at Colne Saddlery Ltd. If you are not entirely satisfied with your purchase, we're here to help.

- You have 30 calendar days to return an item from the date you received it.
- **To be eligible for a return, your item must be clean and unused and in the same condition that you received it.**
- Exchanges are free of charge and will be sent back with Royal Mail within 72hrs. If you need your item sooner, you may upgrade your postage at a cost of £4.45 (please contact the shop to make payment).
- Your item must be in the original packaging.
- Your item needs to have the receipt or proof of purchase shown overleaf.
- You will be responsible for paying for your own shipping costs for returning/exchanging your item. Original shipping costs are non-refundable.



**COLNE SADDLERY**  
THE COTSWOLDS

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*Please contact the shop to discuss any faulty items before returning to be eligible for a refund.*

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Please provide your telephone number if not supplied overleaf: \_\_\_\_\_

Item:	Quantity:	Exchange:	Exchange Size:	Refund:	Reason Code:
		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	
		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	
		<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	

Reason code: 1: Incorrect size ordered 2: Doesn't fit 3: Not suitable 4: Other (please specify in box)

### Faulty Products:

*Please contact the shop and email [orders@colnesaddlery.co.uk](mailto:orders@colnesaddlery.co.uk) with photos for faulty items to arrange a refund or replacement before sending the product back.*

*We will always endeavour to generate a postage label and/or collection of the parcel; should this not be possible, we will credit up to £5 for small items; large items should only be returned using the label provided. Once the product is received, we will inspect and may need to contact you to discuss further.*

Return Address; Colne Saddlery Ltd, Unit 1-2 Manor Farm, Upper Slaughter, Glos, GL54 2JJ