

Customer Returns Form



Please Note: Required fields are highlighted with a *. Failure to fill in these sections may result in complications with your returned item(s).

*Your Order Number: EXAMPLE = TS0012

*Date of Order: (DD/MM/YY)

*Your Name:

*Your Telephone Number:

***Please Fill In The Table Below For The Details of items**

Qty	Product	Colour	Size	Price

*Additional notes: Please leave details here of your reason for your return and details if you wish to exchange your item of the replacement product you require (or any other extra notes for your return)

*Tick Here For Refun

*Tick Here For Exchange

*Write additional notes here... EXAMPLE: Item is too big and would like to exchange for next size up

Address to send the exchange to:

Title	
First Name	
Surname	
Address	
Post Code	
Email	
Tel No	

Address to send returns to:

Townfields Saddlers Ltd, Butt Lane, Allesley, Coventry, CV5 9FE

Telephone number: 02476 402474

Email: sales@townfields.com

www.townfields.com

General Returns Information

You may return your item for refund within **30 days of purchase**.

Please see **Returns Procedure** Below for details on sending your item back to us. Any refunds made will be processed using the original payment method.

The item(s) returned should be in perfect condition and complete with the original packaging/display cards and label's attached in a resell able condition.

Returned item(s) must be protected with an outer covering i.e. jiffy bag or suitably wrapped. Postage Label's must NOT be stuck directly onto returned items making them unsell able.

Please ensure that riding hats and other fragile items are returned well packaged with suitable padding. Any items not returned in this state will be rejected due to damage that could be caused whilst in transit.

Personalised and Special order items cannot be cancelled once the order has been processed.

We always aim to complete all refunds as quickly as possible however please allow a maximum of 30 working days for your refund to be completed from the date of return, to allow for the item to arrive back to us by post, to be inspected fully to ensure the item fits the returns criteria and eligible for a refund, to be authorised by a managerial member of staff. Any queries please call the shop on 02476402474, where a member of the team will be more than happy to assist you. Please note that when returning an item for exchange or refund (unless the item is faulty) you will be responsible for the cost of postage of the item(s) back to us. Exchanges will be promptly dealt with and we will contact you if necessary.

eBay Returns

For eBay orders please initiate the return via your eBay account.

If the above procedure is not followed, we cannot accept your return!
Any returns received not suitably packaged will be subject to a 10% restocking fee!

This Returns Policy forms part of our Terms and Conditions; if you do not agree with our Returns Policy then please do not purchase from our site.