



Dear Customer,

Thank you for shopping at David Dyer Saddles. Your order has been carefully packaged but please take a minute to check the items received are correct.

If for any reason you are not happy with your purchase please return the unwanted item. A full refund will be provided on any items returned to us in the original packaging, unsoiled, within 14 days, for any reason. Alternatively the goods may be exchanged. Refunds or exchange cannot be made before we receive the returned goods. Returns made after 14 days or soiled goods will not be eligible for refund or exchange. **(Please be aware when purchasing Acavallo Products – these are mostly a sticky material so we advise using a saddle cloth closest to the horses back. Products that have horse hair stuck to them are not refundable.)**

Goods becoming damaged in your opinion through defective materials or poor workmanship should be returned for our inspection immediately and if necessary the item may have to be returned to the manufacturer for testing. Under no circumstances should items be continued to be used when damaged, as you will have been deemed to have accepted the goods in their damaged condition. Postage fees will be reimbursed for justified damages.

To return an item simply complete this returns form relating to the item you are returning and enclose it in your parcel. For goods to be exchanged the additional payment details must also be completed, including postage and packaging costs for sending out the replacement item(s).

The best way to return items is at your nearest Post Office. However, we recommend that you obtain a certificate of postage and appropriate insurance cover, from the Post Office, as we are unable to compensate for parcels that are lost or damages in transit.

Return Address:

RETURNS DEPT
David Dyer Saddles Ltd,
Frogpool Manor Farm,
Perry Street,
Chislehurst,
Kent
BR7 6HA



NAME			
TEL:		ORDER ID:	

DESCRIPTION OF RETURNED ITEM(S):

REASON FOR RETURN (PLEASE TICK BELOW)

Unsuitable	<input type="checkbox"/>	Wrong Size	<input type="checkbox"/>	Wrong Item	<input type="checkbox"/>	Other*	<input type="checkbox"/>
------------	--------------------------	------------	--------------------------	------------	--------------------------	--------	--------------------------

***Other- please specify**

ACTION REQUIRED (PLEASE TICK BELOW)

Replace	<input type="checkbox"/>	EXCHANGE	<input type="checkbox"/>	REFUND	<input type="checkbox"/>	Other*	<input type="checkbox"/>
---------	--------------------------	----------	--------------------------	--------	--------------------------	--------	--------------------------

***Other- please specify**

PLEASE TAKE A MOMENT TO COMPLETE

In the interest of our customer service standards, we would be grateful if you could take a minute to tick and comment below:

Excellent	Good	Satisfactory	Average	Poor	Not Applicable
Comments:					