



Old Mill Saddlery Returns Form

PLEASE FILL IN THE INFORMATION BELOW

Order Number: Name:

Email Address: Tel Number:

Address:

.....
.....

Product code	Description	Quantity	Colour	Size	Refund (please tick)	Exchange (please tick)	Replacement colour / size	Reason code (see below)

Reason Codes: 1 Looks different to image on site 2 Wrong size 3 Damaged or faulty 4 Incorrect item received 5 Arrived late

PACKAGING YOUR RETURNS

Do

- Complete your returns form and include it in the parcel.
- Package and wrap items appropriately for transit to avoid damage to goods or boxes. We are unable to accept returns which have damaged packaging.
- Retain your proof of posting.
- Choose a recorded service if your item is valuable.

Don't

- Please do not stick labels or tape directly to the products packaging (e.g. shoe box) as if packaging is tampered with in any way we are unable to accept the return.
- Don't return dirty or soiled items. Faulty goods must be clean or will not be processed.

RETURNS INFORMATION

Goods must be returned unworn, unwashed and in their original packaging within 30 days of receipt. All returns to Old Mill Saddlery Ltd are at the customer's own expense. Full details of our Returns Policy are available on our website www.oldmillsaddlery.com/returns

NON RETURNABLE ITEMS

Please note personalised items are non-returnable.

RETURNS ADDRESS

Returns Department
Old Mill Saddlery Ltd
110 Larne Road, Ballycarry,
Co. Antrim,
BT38 9JN