

## HORSE COUNTRY MERCHANDISE RETURN/EXCHANGE FORM

Thank you for your order. If you would like to return an item that you have purchased from us, please include a copy of your invoice along with this form. Returns will be accepted up to 30 days from the original date of purchase. Items being returned MUST be in new and re-sellable condition with the tags still attached; items returned after 30 days or lacking tags will incur a 20% restocking fee. We cannot and will not accept items that have been used, worn, or laundered. Custom order items, fancy hats, helmets, bits, consignment items and engraved, embroidered or altered items are not returnable. Please see reverse side for further information on return policy.

### Step 1 – Fill in our Contact/Ship to Information.

DATE \_\_\_\_\_ RECEIPT # \_\_\_\_\_ EMAIL: \_\_\_\_\_

NAME: \_\_\_\_\_ PHONE: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

### Step 2 – List items you are returning, including reason for return. (See chart below.)

REASON #	ITEM #	DESCRIPTION	COLOR	SIZE	QTY

REASON CODES: Enter the reason code in Step 2 above.

FIT	QUALITY	SERVICE	OTHER
51. Too small	61. Damaged/ Defective	71. Not as expected	81. Changed mind
52. Too big	62. Missing parts/hardware	72. Arrived too late	82. Disliked style/color
53. Too Long	63. Damaged during shipping	73. Ordered 2 sizes, kept 1	83. Disliked fabric
54. Too Short	64. Poor quality	74. Wrong item sent	
	65. Quality/fit not as expected		

### STEP 3 – How would you like us to handle your return/exchange?

\*\*\*NOTE: SHIPPING CHARGES APPLY ON ALL EXCHANGES\*\*\*

Refund/no exchange.  I am returning a gift. Please send  Exchange Item  Store Credit

Exchange Item. Please fill out section below.

### STEP 4 EXCHANGE ITEMS

Item #	Description	Color	Size	Quantity

Step 5 – Payment or refund. If the total of your exchange, including shipping, exceeds the value of your return, or if requesting a refund, please provide payment/credit details.

Credit Card # \_\_\_\_\_ Exp. \_\_\_\_\_ CV Code: \_\_\_\_\_

Billing Address: \_\_\_\_\_