

# RETURNS



**HATTON PARK**  
SADDLERY

## Got the wrong size? No Problem!

We offer free exchanges on all our products. If you would like to exchange an item in your order, please check stock availability on our website first, then fill out the exchange section of the form below. If the item you would like to exchange is out of stock or unavailable, you can exchange your item for any item of the same or greater value. If not, we can process a refund. If you prefer a refund, our normal refund policy applies. Due to **Klarna's** terms & conditions, we cannot accept Klarna orders back for an exchange.

Transaction Number\* : \_\_\_\_\_

Name\* : \_\_\_\_\_

Date: \_\_\_\_\_

Qty*	Item Code*	Reason Code*	Name*	Exchange*	Return*	Replacement Colour	Replacement Size

## Additional Information/Suggestion:

### Returns Policy

- Returns are only valid for 30 days after the order has been delivered
- In order for your return to be accepted, the Item(s) must be unused and undamaged with original tags and returned in the same product packaging in which they were sent out in
- Please do not stick anything including postal labels to the product packaging. E.g, Shoe Boxes/Original Bags, as this may void your return, and we may be forced to deduct from your refund
- Please note all postage costs for the items coming back to us will need to be paid by the customer
- **Please include the filled out form with the returned items**

## Reason Codes:

- A - Does not Fit
- B - Does not Suit
- C - Arrived too late
- D - Incorrect item
- C - Unwanted gift
- D - Quality is worse than expected
- F - Faulty Item (see details below)

### Faulty Item?

If you think you have received a faulty or incorrect item, please contact us at your earliest convenience.

## Returns Address:

(This is NOT a pre-paid label)

Hatton Park Saddlery  
20 Hatton Park  
Bromyard  
Herefordshire  
HR7 4EY



## THANK YOU!

- ✉ sales@hattonparksaddlery.co.uk
- 🌐 www.hattonparksaddlery.co.uk
- 📷 @hattonparksaddlery