

RB Equestrian Ltd, Lower Rectory Farm,
 Mill Lane, Great Brickhill
 Milton Keynes, MK17 9FX
 Tel: 01908 365335
 service@rbequestrian.co.uk
 www.rbequestrian.co.uk

RB EQUESTRIAN

Shopping & service refined – since 1989

Thank you for shopping with RB Equestrian. We hope that you are happy with your purchase. If you need to return any of your items please complete this form and return them with your goods. If you would like a returns label, please contact us at service@rbequestrian.co.uk or on 01908 365335. We charge £3.99 for a Royal Mail label and £8.99 for a Parcel Force or DPD label.

Please return your goods to:

Returns Team, RB Equestrian,
 Unit 7 Lower Rectory Farm, Mill Lane, Great Brickhill, Milton Keynes, MK17 9FX

You have **60 days** from the date of delivery to return them to us.

Products must be clean, unused and with original packaging and labels.

Please do not affix postage or labels to the original packaging.

IF YOU WISH TO RETURN A SAMSHIELD RIDING HAT PLEASE ALSO READ THE NEXT PAGE

Faulty Items

Thankfully manufacturing faults are rare and we would expect these to become apparent shortly after a product has been used for the first time. There is an assumption that goods older than 6 months that have developed damage are unlikely to be faulty. Please contact us as soon as you think your purchase may have developed a fault as we may be able to deal with it without having to have the goods returned to us.

RETURN / EXCHANGE FORM

Please complete

Name:

Address (including postcode):

Original RB Equestrian order number:

Would you like (please circle the relevant one)

A refund

An exchange

If you want a refund, to help us improve our services, please tell us why you want a refund:

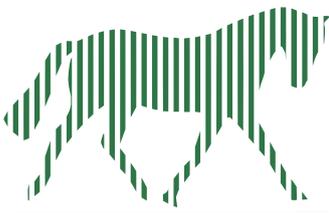
If you want an exchange, please tell us what product you would like to exchange it for:

Product name:

Size:



Registered in England. Co No: 04716728
 Registered Office: Unit 7, Lower
 Rectory Farm, Great Brickhill,
 Milton Keynes, MK17 9FX
 VAT Registration No: 563 6074 35



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IMPORTANT – PLEASE READ BEFORE UNPACKING YOUR HAT

Congratulations on your new Samshield Riding Hat.

We hope you love it and that you have many happy hours riding in it.

Because rider safety is of paramount importance to us we have taken several steps to ensure your hat arrives with you as securely as possible.

Your Samshield Riding Hat has been tagged with a security tag. We have also photographed it before sending it to you as a record of its condition.

You will not be able to return your Samshield Riding Hat if:

- (i) the security tag is removed; and/or
- (ii) the riding hat has been damaged in any way while in your possession or when it is returned – for example scratches, dents or other kind of damage.

You **should only remove** the security tag when you are sure you will keep the riding hat.

We believe that a properly fitting riding hat is essential for safety. If you have any questions about whether your riding hat fits, please contact us. We can offer remote fitting advice.

If you wish to return your riding hat

Your Samshield riding hat **MUST**:

- be clean, undamaged and unused.
- be returned in the original Samshield packaging and labels must be intact.
- still have its security tag attached.
- sent back in packaging at least equivalent to that in which it was sent to you, namely: in its Samshield presentation box; within a double walled packing box; and with any void filled with protective padding (e.g. bubblewrap).
- any liner and/or hat bag supplied with the hat must also be returned.

If any of these requirements are unfulfilled we reserve the right to return the hat to you and not issue any refund.

If you can comply with these requirements, please send your riding hat, together with a returns form, to:

Returns Team, RB Equestrian,
Unit 7 Lower Rectory Farm, Mill Lane, Great Brickhill, Milton Keynes, MK17 9FX

You have **60 days** from the date of delivery to return it to us.



FOR ONLINE/
MAIL ORDER



FOR EMPLOYEE
OF THE YEAR



FOR EQUESTRIAN
RETAIL STORE



FOR SAFETY
EQUIPMENT FITTER

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