



Baroque Horse & Friesian Store

divisions of EQUINE DESIGN

Address: 21512 Orr Springs Road, Ukiah CA. 95482 USA Telephone: 707-937-2133 (10am-7pm) PST
email: equinedesign@wildblue.net WebPages: www.baroquehorsestore.com or friesianstore.com

Refund, Return, Exchange Policy: NO EXCEPTIONS

DO NOT REMOVE ANY TAGS! Items that are sent with tags, that are removed, are subject to a 10-20% restocking fee, at the shops discretion.

Items must be returned in **UNUSED , SELLABLE** condition within 10 business days of shipping receipt. (*Deliveries are tracked online, with delivery confirmation number*)

All returns or exchanges **MUST BE ACCOMPINED BY THIS SLIP.**

Items **MUST BE** returned **PRIORITY, INSURED** mail.

WHITE TACK must be returned in **CLEAN BAGS**

Items returned AFTER the 10 days, Dirty, Used, or Damaged by incorrect use. May not qualify for a refund and can be subjected to a 10-50% restocking fee at the shops discretion.

RETURNS:

Name: _____ Phone: _____

Shipping address: _____ town _____

State/province _____ Zip code/country code _____ country _____

e-mail address: _____

Please check one of the following, I am returning this item because;

___(1) not as described ___(2) too big ___(3) too small ___(4) faulty ___(5) other

Explain please if you checked 1,4,5. If 4 is checked please return with any/ all broken or faulty pieces.

Refund price is minus: Orig. Shipping Charge, Credit Card Transaction & or Auction fees

Total refund for item(s) is: _____

Please re-credit to my Credit Card (e-mail used for purchase) _____

I prefer a refund with a business check_Y____N____

EXCHANGES:

I would like to exchange this item(s) _____ value _____

For this item(s) _____ value _____

I have included an additional amount for the exchange: _____ Please refund balance _____

I have included a Mandatory shipping charge of: _____

(\$5.00 for small items, bits, bottles etc \$9.00 for larger or heavier items like bridles.)

Make any checks Payable to **Equine Design** or **PayPal** additional fees to **equinedesign@wildblue.net**

You may also call with Credit card Information 707-937-2133 ONLY AFTER 10 AM PST