



## LITTLE GARENDON EQUESTRIAN

### RETURNS & REFUNDS POLICY

I am confident that you will be happy with your purchase from Little Garendon Equestrian. If, for any reason you are not, I will do all I can to put matters right.

Under the Consumer Contracts (Information, Cancellation & Additional Charges) Regulations 2013, if you buy online or by telephone, your consumer rights entitle you to a full refund if you request one in writing within 14 days of receipt.

This includes any delivery charge but does not include the cost of returning the items to Little Garendon Equestrian or the cost of Little Garendon recovering the goods from you.

Please note that the buyer will be responsible for the cost of returning unwanted or cancelled goods for which I suggest you obtain proof of postage.

I recommend you return the items to me using a 'signed for' or 'recorded delivery' method. You can contact me by email at [rachfairbrother@gmail.com](mailto:rachfairbrother@gmail.com) or by post to Little Garendon Equestrian, Little Garendon, Charley Road, Charley, Leicestershire LE12 9YB

I regret that if the item is not returned in its original condition, the buyer is responsible for any loss in value.

**Cancellations** - Unfortunately I do not accept cancellations but please do contact me straight away if you have any problems with your order and I will do all I can to help.

**Delivery Discrepancies** - Any discrepancies must be reported as soon as possible, preferably within 24 hours.

**Missing items** - If an item is missing please notify me as soon as possible, preferably within 24 hours of initial receipt of delivery, so that I may investigate.

**Faulty Goods** - Damages must be reported as soon as possible after delivery, preferably within 24 hours of initial receipt of goods. In the first instance, please report the issue to Rachael Fairbrother at [rachfairbrother@gmail.com](mailto:rachfairbrother@gmail.com) with a full description of the alleged fault and I will advise on action required to remedy the situation. Please note I do not give a refund on damaged goods not notified to me within 14 days from receipt.

I regret that customised or personalised orders cannot be exchanged.