



Return and Exchange Form

Name: _____

Address: _____

Phone: (____) ____-____ or (____) ____-____

Email: _____

Order #: _____

RETURN INFORMATION

- Please return all items with original packaging in new condition within 365 days of receipt for most items, or within 30 days of receipt for consumable products.
- Include packing slip and this completed returns form with items to be returned.
- Please send items via insured, pre-paid shipping service with tracking (FedEx, USPS Priority, UPS).
- Shipping costs are non-refundable.

Items Being Returned

Qty	SKU/Part#	Description	Price Each	Total

Reason for Return

- Does not fit (please explain): _____
- Item damaged or defective (please explain): _____
- Not satisfied (please explain): _____
- Wrong item sent (please explain): _____
- Other (please explain): _____

Please Check a Return Option

- Refund to original form of payment
- Exchange (please add item(s) to be exchanged): _____
- Other (please explain): _____

Send returns to:

The Cheshire Horse, Returns
8 Whittemore Farm Road
Swanzey, NH 03446



Website Return Policy

- Full refunds will be granted on purchase prices of most items returned within 365 days of receipt, or within 30 days of receipt for consumable products like supplements, if returned in like-new condition with original tags and packaging.
- Any item returned without the protection of a shipping envelope or box with appropriate packaging material will be subject to a damaged item fee.
 - For footwear returns, please return your item in protected exterior packaging, with your items contained in the original shoe box within (i.e. do not simply attach a shipping label directly to the shoe box).
- Please return your items via a trackable, insured shipping method. The Cheshire Horse is not responsible for packages lost in transit without proof of tracking.
- Please include a completed return form with the return package.
- Return shipping will not be refunded unless an item is defective or has been shipped to the customer in error.
- Shipping fees paid by the customer at the time of checkout for expedited or international shipping services will not be refunded.
- The Cheshire Horse is committed to customer satisfaction. If you receive a new item that is defective, or if we made an error in shipping your item, please contact us at 877-358-3001.
- Special and custom orders are non-refundable and are subject to a restocking fee.

Damaged Items

- If anything is damaged in your order, please save the box and all the packing material as well as the item. Notify us immediately at 877-358-3001 so we can instruct you on the proper method of handling the damaged merchandise. Please do not return the damaged merchandise to us before contacting us.

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