



Return and Exchange Form

Name: _____

Address: _____

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

Email: _____

Order #: _____

RETURN INFORMATION

- Please return all items with original packaging in new condition within 30 days of receipt.
- 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 items returned within 30 days of receipt if returned in 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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