

Returns and Exchanges

We hope you love our product(s) that have been purchased, but if you are not, you can return or exchange any item within **14 days of receipt**. For items purchased from shows/events these can only be exchanged.

1. please notify us by email with name and order number/transaction code:

support@missyhollinsequestrian.com

2. wait for conformation of the exchange/refund

3. then fill in the form below and pack it with the product(s)

4. send to:

37 Liverpool Road
Neston
Cheshire
United Kingdom
CH64 3RB

****if returning leggings please fold the garment around the pocket logo to protect the embossing****

NAME	
ORDER NUMBER/TRANSACTION CODE	
ADRESS	

Product (name, colour + size)	Return (tick)	Exchange (tick)	Exchange to (product name, colour + size)	Comments

The customer is responsible for paying the return shipping costs. If exchanged, we will cover the cost of re-shipping the exchanged item to you, any more exchanges after that the customer will be charged for re-shipping.

Please **send all returns by a reliable trackable service** and retain proof of postage as we cannot be responsible for items that are lost in transit.

The products returned must be in perfect condition- unworn, unaltered, no hair or make-up marks and unwashed. Otherwise products cannot be accepted.

If you have received an incorrect or faulty item please email us (support@missyhollinsequestrian.com) with an image of the fault and we will get back to you as soon as possible with a suitable plan of action.