



# HORSELAND

Thank you for your recent purchase from Horseland. Should you need to contact our team or return your order, please refer to your Online Order Confirmation Number as emailed to you at the time of purchasing.

## Returns Policy

### Change of Mind Purchases:

We are sure you will enjoy your order, however if for any reason you would like to return your item/s, you may do so through filling in the form at the bottom of this page and sending the parcel to:

Attention: Horseland Returns  
Horseland Head Office  
8 Moncrief Rd  
Nunawading, VIC, 3131

Our returns team can only accept your return if:

- The purchase occurred within the last 14 days
- All items must be unworn and in returned in original condition
- All items must be returned with original packaging and tags still attached
- Strictly no returns on "**Online Only Clearance**" items, unless faulty or incorrectly received

If your item meets the above criteria, you will be eligible for a refund of the purchase price or an exchange (for any available item on the Horseland website for the same or lesser amount).

Please note, for change of mind purchases the onus will be on the customer to pay for return postage.

Returning Online Purchases In-Store: You may contact your local Horseland store directly to see if they can accommodate an exchange of item. Unfortunately, Horseland Stores are unable to issue refunds for returns.

### Manufacturing Faults, Delivery Damages or Received the Incorrect Item:

We take the quality of our stock very seriously and have set measures in place to make sure that things like this don't happen. Occasionally a faulty/incorrect item will slip through the cracks, so we do apologise if you feel the item is not up to standard. If you believe your item is faulty or has been damaged in transit, please send through images of the item with your order number to: [onlinesales@horseland.com.au](mailto:onlinesales@horseland.com.au). A member of our team will review your order and will be in contact with a resolution.

### Returns Form

Name on Order: \_\_\_\_\_

Online Order #: \_\_\_\_\_



**HORSELAND**

Qty	Product Code	Exchange or Refund	Reason Code

**Reason Codes : A. Wrong Size B. Faulty Product C. Dissatisfied with Product D. Other**