

## **Returns and Cancellations - Devon Saddle fitters**

You have the right to cancel your order within 14 days from receipt of the goods in accordance with the distance selling regulations, unless the item was a special or custom order (a special or custom order cannot be returned unless faulty).

Goods must be returned to Devon Saddle Fitters in the same condition as you received for a full refund or exchange. If goods are not received in the same condition, then Devon Saddle Fitters reserves the right to refund an appropriate amount of the original cost.

Refunds and exchanges cannot be given until Devon Saddle Fitters have received the goods – please retain your proof of postage.

To cancel your order, please email us with the following information:

- Your name and address
- Your invoice number
- The date of purchase
- Product description
- Reason for return

We will then send you information of where to return your order.

Faulty goods – if you discover the goods are faulty, you must email Devon Saddle Fitters to notify us of the defect within 14 days of the date of delivery or within a reasonable period of time of discovery if the defect was not readily apparent. For faulty goods, Devon Saddle Fitters will refund any reasonable costs incurred and offer a replacement of the item or full refund.