COOLHORSE RETURN AND EXCHANGE FORM

Send this form along with returns or exchanges to:
Coolhorse (attn: Returns)
6951 S. Bell
Amarillo, TX 79109

SATISFACTION GUARANTEED - Coolhorse understands that sometimes you will receive items that need to be returned and that is why we want you to be 100% satisfied. If you are not satisfied with any product you order from this catalog, simply return it in new condition within 30 days for replacement or refund. (Sorry, does not apply to software, videos, special orders, drop ships, and custom merchandise). You will be responsible for shipping on returned items. We recommend that you use UPS, FedEx, DHL, or Insured US Mail to assure your returns make it back to our warehouse. We will do our best to process your return quickly. Please allow 14-21 working days from the time that you send the returned item(s). Restocking fee may apply to items that show evidence of use.

SADDLE RETURN POLICY - If you are not completely satisfied with your purchase after it arrives, please feel free to ship it back to us. We just ask that you pay the freight back and that you have not ridden the new saddles or that the saddles come back to us in the same shape that they were sent to you in. We stress that a full refund can only be given if the saddle is absolutely clean and shows no evidence of use.

DAMAGES & SHORTAGES - Please contact us immediately after you have inspected the package so we can notify the delivery carrier to start a claim on your package. Damages and shortages must be reported within 72 hours.

Please enter the appropriate information below.

STEP 1 – Original Order # (If available): _____

Originally Purchased by:
Name: _____
Address: _____
_____
Phone: (_____)_____ (_____)_____
Email Address: _____

Originally Shipped to:
Name: _____
Address: _____
_____
Phone: (_____)_____ (_____)_____
Email Address: _____

Please select one of the following options:
__ Exchange for another item(s).
__ Send me a Coolhorse Gift Certificate.
__ Reimburse my original method of payment. (Gift recipients who select this option will receive another gift card in the amt. of refund)

STEP 2a — Returned Item(s) | In the form below please indicate the item(s) you are returning, including a reason code.

Reason Code	Item #	Color	Size	Quantity	Item Name	Price	Total Price

Reason code:

01 Quality unsatisfactory
02 Defective construction
03 Finish unacceptable
04 Did not like style
05 Did not like color
06 Did not perform as expected
07 Shipping damage
08 Too small
09 Too large
10 Ordered wrong size
11 Not as described
12 Not as pictured
13 Received wrong item

If exchanging the item for reason codes (04,05,06,08,09,10), please enclose $8.95 for shipping and handling for the exchange item(s) to be sent or you can choose for us to bill the original credit card for the shipping. Please select __ charge original credit card or __ payment is enclosed

STEP 2b — Exchange Item(s) | In the form below please indicate the item(s) you wish to exchange for.

Item #	Color	Size	Quantity	Item Name	Price	Total Price

STEP 3 - Method of payment

If the total of your exchange or new order exceeds the value of your return, provide a method of payment.

(Select one)☐ ☐ ☐ ☐ ☐ ☐ ☐Credit Card Information
__ Credit Card☐ ☐ ☐ ☐ ☐ ☐ ☐__ VISA ☐☐__ MasterCard
__ Check or Money Order enclosed☐ ☐ ☐ ☐ ☐__ Discover ☐__ American Express
__ Coolhorse Gift Certificate ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐

Card Number:_____ Exp. Date (MM/YY): _____

Signature: _____