



Goods Return / Exchange form

If you need to return your boots or gaiters for exchange or examination for a quality complaint, please complete this form and use the address label attached.

<p>Return Address;</p> <p>Equitector Ltd 9 Homefield Road Radlett Herts. WD7 8PX United Kingdom</p>	<p>Purchase details;</p> <p>Invoice or delivery note number;</p> <p>Date of purchase; /.... / 20...</p> <p>For goods that have not been purchased directly from Equitector, please consult your supplier / retailer.</p>
<p>Style number or name of boot or gaiter;</p>	<p>Size Colour.....</p>
<p>For exchange of your boots or gaiters;</p> <p style="text-align: center;">—————→</p>	<p>To be replaced with;</p> <p>Style Size..... Colour.....</p> <p>Worn boots or gaiters cannot be exchanged.</p>
<p>For warrantee complaints;</p> <p style="text-align: center;">—————→</p> <p>If your complaint is accepted as stated on the guarantee, the goods will be repaired or replaced. It is not be refundable.</p>	<p>Please explain the problem or fault.</p>
<p>If you do not wish the boots/gaiters replaced and require a refund, please tick this box <input type="checkbox"/></p> <p>Goods returned for a refund will only be accepted in its original new condition. Made to order boots and made to measure boots or gaiters are not refundable.</p>	<p>Please give reason for refund request.</p>
<p>Your name and address;</p> <p>Name, Address Post Code Country:.....</p>	<p>Day time telephone number</p> <p>Mobile telephone number</p> <p>Today's date /..... /20.....</p>
<p style="text-align: center;">Your return must be packaged securely and labelled correctly. Equitector is not liable for goods lost in transit.</p> <p style="text-align: center;">Unless otherwise agreed the cost of postage for sending the replacements to you will be charged to your card submitted with your original order. All sales are subject to our trading terms and conditions displayed on www.equitector.com</p> <p>Boots to be returned for examination must dry and clean otherwise they will be refused. For exchanges and returns, we will only accept goods in a resalable condition in their original undamaged packaging . If the packaging has become beyond use we reserve the right to refuse it or charge for the cost of replacement.</p>	

Attach this label this your box

To;

**Equitector Ltd
9 Homefield Road
Radlett
Herts.
WD7 8PX
UK**

Sender;



For customers based in the UK

Guidance on how to return your parcel.

If you decide to return your parcel by postal service the Post Office offer several services.

All boots can be sent by Royal Mail Standard Parcel service.

There are two tariffs that apply. Up to 2 Kilo and up to 4 Kilo.
Short boots are below 2 Kilo, some long boots can be above 2 kilo.

Without insurance your parcel is covered to the value of £ 39.- (2009 tariff)
Additional insurance is optional at a premium.

Most standard service parcels posted before 15:00 arrive the following working day.

For parcels over 2 kilo your Post Office may advise you to send it by Parcel Force.
This is a more expensive service with no additional benefit.

The post office also offer a Special Delivery Next Day service.
This is an expensive option and mostly it does not arrive any earlier than a standard parcel

**Where Equitector Ltd agrees to refund the cost of postage, this is restricted
to the cost of the Standard Parcel Service.**