



# Returns & Exchange Policy

We hope you are delighted with your purchase from Wadswick Country Store. If, for any reason, you aren't satisfied, please let us know. We offer a 14 day "no quibble" returns policy and we will be happy to exchange the item or issue a refund to the

credit or debit card of the person who originally placed and paid for the order. Please see below for products excluded from this policy. It's important that any unwanted item, unless faulty, is returned in a re-saleable condition. We'd expect this to mean that you've kept all original packaging and labels, and that it's undamaged and unused.

**How do I return goods to you?**

If you would like to return an item, then we ask you to notify us of this within 14 days of receipt of the delivery. Please contact us via email at [online@wadswick.co.uk](mailto:online@wadswick.co.uk) or telephone us on 01225 810700. Please complete the detachable **Customer Returns Form**. All goods for return or exchange must be received by us within 30 days of delivery to you.

You are responsible for the cost of returning the items to us and we strongly recommend you take out insurance to cover the goods whilst they are in transit to us. Please ensure any package is clearly marked for the attention of the "Returns Department

**Returns Address:**  
 Internet Returns, Wadswick Country Store, Manor Farm, Wadswick, Corsham, Wiltshire, SN13 8JB  
 If your item is faulty or you have been sent the wrong item, please contact us via email at [online@wadswick.co.uk](mailto:online@wadswick.co.uk) or telephone us on 01225 810700.

**Exchanges**

If you would like to exchange a product we have supplied to you for a different size or colour please email or call the store to inform us of this and state this overleaf on the **Customer Returns form**.

Providing the goods are in stock we will send out the replacement item on receipt of the returned item. Items valued at more than £100 will be exchanged free of charge (Excluding Highlands & Islands). Items valued at less than £100 will require an additional shipping fee of £4.95 (or the original delivery charge if higher)\*\* to be paid by you.

**Exchanges - Please list details of replacement required.**

Description	Quantity	Size	Price	
			Sub Total	
			Delivery	£4.95
			Total	
<b>Card Details:</b>	<b>Card Number:</b>	<input type="text"/>	<b>Expiry Date:</b>	
			<b>CVC Security Code:</b>	

**To: Internet Returns Department**  
 Wadswick Country Store  
 Manor Farm  
 Wadswick  
 Nr Corsham  
 SN13 8EA

Please fill in your credit card details on the form so that we may take payment or alternatively if you prefer to leave it blank and we will call you for payment.

### Refunds

If you would like a refund then please state this in the **Customer Returns Form**.

Provided the goods are in an 'as new' condition we will refund the cost of the goods onto the card which you used to make the original payment. We will process the refund as soon as possible after receipt of the goods. Whilst that is likely to be within one or two working days of receipt of the goods please be aware the payment may not show on your statement for 2-3 weeks.

### Items not covered by our Returns policy.

We are unable to accept special order items such as made to measure boots or jackets, personalised items, books or underwear for refund or exchange unless they are faulty. We will also not accept the return of any riding hats.

### Returns to store

We are very happy to take in any returns in person at our store if that is more convenient for you. If you don't have your receipt, order confirmation or delivery note, we'll give you a gift card to the value of the current selling price instead of a refund.

### Faulty goods

Thankfully manufacturing faults are rare and we would expect these to become apparent shortly after the product is used for the first time. There is an assumption that products purchased more than 6 months ago that have developed damage are unlikely to be faulty. Please contact us as soon as you think your product may have developed a fault and we will discuss with you the best way for us to manage the process. Please email us at [online@wadswick.co.uk](mailto:online@wadswick.co.uk) with full details of your purchase and any fault and we will get back to you as soon as possible. Alternatively please feel free to call us on 01225 810700 and ask to speak to the Internet Returns Department.

### Health and Hygiene

In accordance with the Health and Safety at Work Act 1974 we can only accept items returned to us for inspection if they are clean and dry.

\*\*The 'Paypal Shipping on Us' service is offered if you have paid for your item/s using your Paypal account. Please contact Paypal to claim this.

<b>Order Number:</b> _____						<b>Date of Purchase:</b> _____
<b>Returns</b>						
Description	Size	Colour	Quantity	Reason	Price	Exchange**/ Refund
**Provide details over-leaf for any items to be exchanged.						