



Return and Refund Policy

Thanks for shopping at Rhinegold Equestrian.

Returns

You have 14 calendar days to return an item from the date you received it, if you have changed your mind.

To be eligible for a return, your item must be unused and in the same condition that you received it. Your item must be in the original packaging.

Please email sales@rhinegoldequestrian.co.uk for a returns form. You will need to provide your order number and reason for return, for example (changed my mind).

Shipping

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs are non-refundable. In regard to faulty items Rhinegold are happy to refund the cost of return shipping (Please send the item back to us via standard second class or via Evri).

Refunds/Faulty Items

Once we receive your item, we will inspect it and notify you that we have received your returned item. We will immediately notify you on the status of your refund after inspecting the item.

If your return is approved, we will initiate a refund to your credit card (or original method of payment). You will receive the credit within a certain amount of days, depending on your card issuer's policies.

Contact Us

If you have any questions on how to return your items to us, please email sales@rhinegoldequestrian.co.uk



REASON CODE(s)

1. Too big 2. Too Small 3. Too Wide 4. Too Narrow 5. Wrong Size 6. Wrong Colour 7. Defective 8. Item not as listed 9. Wrong item sent 10. Did not like it

ITEM(s) YOU ARE RETURNING - Please List all items you are returning/exchanging. Be sure to include one reason code for each item from the "Reason Codes" above and state if a Refund or Exchange is required.

Reason Code	Quantity	Item	Description	Size	Colour	Price	Refund or Exchange

Comments:

ITEM(s) YOU WOULD LIKE US TO SEND YOU AS AN EXCHANGE:

Quantity	Item	Description	Size	Colour	Price

Please state your Name, Address and Order Number -

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