



# Baroque Horse & Friesian Store

divisions of EQUINE DESIGN

Address: 21512 Orr Springs Road, Ukiah CA. 95482 USA Telephone: 707-937-2133 (10am-7pm) PST  
email: equinedesign@wildblue.net WebPages: [www.baroquehorsestore.com](http://www.baroquehorsestore.com) or [friesianstore.com](http://friesianstore.com)

**Refund, Return, Exchange Policy: NO EXCEPTIONS**

**DO NOT REMOVE ANY TAGS!** Items that are sent with tags, that are removed, are subject to a 10-20% restocking fee, at the shops discretion.

Items must be returned in **UNUSED , SELLABLE** condition within 10 business days of shipping receipt. (*Deliveries are tracked online, with delivery confirmation number*)

All returns or exchanges **MUST BE ACCOMPINED BY THIS SLIP.**

Items **MUST BE** returned **PRIORITY, INSURED** mail.

**WHITE TACK** must be returned in **CLEAN BAGS**

*Items returned AFTER the 10 days, Dirty, Used, or Damaged by incorrect use. May not qualify for a refund and can be subjected to a 10-50% restocking fee at the shops discretion.*

**RETURNS:**

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Shipping address: \_\_\_\_\_ town \_\_\_\_\_

State/province \_\_\_\_\_ Zip code/country code \_\_\_\_\_ country \_\_\_\_\_

e-mail address: \_\_\_\_\_

**Please check one of the following, I am returning this item because;**

\_\_\_(1) not as described \_\_\_(2) too big \_\_\_(3) too small \_\_\_(4) faulty \_\_\_(5) other

*Explain please if you checked 1,4,5. If 4 is checked please return with any/ all broken or faulty pieces.*

**Refund price is minus: Orig. Shipping Charge, Credit Card Transaction & or Auction fees**

Total refund for item(s) is: \_\_\_\_\_

Please re-credit to my Credit Card (e-mail used for purchase) \_\_\_\_\_

I prefer a refund with a business check\_Y\_\_\_\_N\_\_\_\_

**EXCHANGES:**

I would like to exchange this item(s) \_\_\_\_\_ value \_\_\_\_\_

For this item(s) \_\_\_\_\_ value \_\_\_\_\_

I have included an additional amount for the exchange: \_\_\_\_\_ Please refund balance \_\_\_\_\_

I have included a Mandatory shipping charge of: \_\_\_\_\_

(\$5.00 for small items, bits, bottles etc \$9.00 for larger or heavier items like bridles.)

Make any checks Payable to **Equine Design** or **PayPal** additional fees to [equinedesign@wildblue.net](mailto:equinedesign@wildblue.net)

You may also call with Credit card Information 707-937-2133 ONLY AFTER 10 AM PST