



## RETURN / EXCHANGE FORM

INVOICE / SALES RECEIPT # \_\_\_\_\_

Customer Name \_\_\_\_\_

**Please follow all instructions below when returning items.**

**Please enclose this paper inside the box. We also ask that you reference the above # on the outside of the box.  
This ensures timely processing of your return.**

Returns must be received by us within 30 days of your sales receipt for exchange, credit or a refund. All returns must be accompanied by a copy of this form with all original tags, bagging, labels, etc intact and in new, sellable condition. For saddle returns or exchanges, see guidelines on our website Returns page (most saddles must be returned within 14 days or less!). Merchandise received back after 30 days from invoice sales receipt may be subject to a 20% restocking fee for merchandise credit only and require approved return authorization from The Carousel Horse LLC prior to shipping any items back. We reserve the right to refuse any return after 30 days from sale date. Returns made without tags, bags, etc may be subject to a substantial restocking fee or refusals of the return. A restocking fee may apply to certain items being returned that were drop shipped and will be noted on the product's page. If the item is not received back or is received in non-resellable condition, we will not issue a refund. On returns of merchandise over \$100 that received free shipping, a fee of \$10 will be deducted from the credit amount to cover our original shipping costs only if asking for cash refund. Customer pays return shipping to us, as well as a flat rate shipping fee of \$6.95 for any exchanges. Refunds are given only for the merchandise returned...we do not pay for shipping unless there was an error made in shipping by us (damaged, defective, wrong item sent, etc.). We cannot take back the following items: Undergarments, Bits, Open Software, Videos, Custom Items, Special Order Saddles, Books. Customer service and return and exchange inquiries will be handled within 7 business days.

### **DAMAGED / INCORRECT MERCHANDISE**

***CUSTOMER MUST NOTIFY US WITHIN 3 DAYS OF RECEIPT IF YOU RECEIVE THE WRONG ITEM OR YOUR ORDER HAS BEEN DAMAGED IN SHIPMENT.***

**Received Wrong Item:** We are very sorry for any inconvenience our error has caused. Please rest assured that we will do everything we can to resolve the situation as quickly as possible. We will issue a prepaid shipping label for you to ship the item back. Please note that we can not ship a replacement to you until we receive the incorrect item back. If you need a replacement right away, we suggest you place a new order – a credit will be issued as soon as the wrong item is received back.

**Damaged in Transit:** Please email Customer Service for instructions.

**Item doesn't exactly match the description / photo:** We make every effort to accurately represent items sold on our website. The description and photos on our website are provided by the manufacturer of the product. Occasionally the manufacturer may make slight changes to the product without updating their information; however the functionality and overall quality of the product will remain the same. Please be aware that due to lighting, computer monitor settings, or variations in production batches, the color / finish of a product you see on your screen may differ slightly from the actual item. If you are unhappy with the product, please contact us for return authorization. We will issue a full refund, less return shipping charges.

**DEFECTIVE MERCHANDISE**

Return of item is subject the manufacturer's warranty and provisions for replacement, repair or credit. Customer must contact us for instructions before returning any defective items. Please note that we can not ship a replacement or issue credit until we receive and examine the item.

**WEBSITE PURCHASES:** We will issue a prepaid shipping label for you to send the item back to us for inspection. If we determine the item is not defective, we will return the item(s) and bill all shipping costs to the credit card on file OR a credit will be issued less shipping fees AND 30% restocking / repair fee. We will notify customer by email of our findings and consult them for choice of action.

**EBAY PURCHASES:** Return shipping is at the customer's expense. If the item is defective, we will credit any shipping costs to your Paypal Account. If we determine the item is not defective, a credit will be issued less shipping costs AND 30% restocking / repair fee. We will notify customer by email of our findings and consult them for choice of action.

If a replacement item is needed immediately, please contact Customer Service to process a new order. The customer will be billed for the replacement merchandise, then a credit issued for the original item only after manufacturer has inspected the item and finds that item meets terms of warranty.

**PREPARATION FOR SHIPMENT:**

Please be advised that you are responsible for using proper packaging and purchasing insurance when returning an item to us and you must ship using a method that offers tracking on your package, i.e. UPS, FedEx, or USPS with Delivery Confirmation.

**Ship all returns to:**

**The Carousel Horse LLC  
205 Neupert Road  
Cabot PA 16023**

**ITEMS BEING RETURNED**

Qty	Item #	Description	Reason for Return	Credit or Exchange

If you wish to exchange items for a different size, color, or product, please note your choices below. We will bill the original payment method for any difference in cost. Please note that all exchanges will pay a \$6.95 flat rate shipping cost.

**ITEMS IN EXCHANGE**

Qty	Item #	Description	Size	Color

**Refunds are made back to the original payment method within 48 – 72 hours of processing your return.**