



RETURN / EXCHANGE FORM

Conditions for acceptable returns and/or exchanges:

1. Return within 30 days
2. Unwashed, Unused
3. All Labels and Tags Intact
4. Free of Debris (Hay, Dirt, etc.)
5. Undamaged

* 10% Restocking Fee (from your total purchase of merchandise plus shipping) for returns without exchange.

** No Restocking Fee for returns with exchange (defective items included).

*** Busy Horse reserves the right to refuse any return that shows any signs of the 5 conditions above. All items that show any signs of the 5 conditions above will not be honored for exchange and/or return and will be sent back to the consumer.

No need to call or write, just follow these simple steps:

1. Please fill out this form and return with merchandise.
2. Send merchandise with the Return/Exchange form and a copy of the original packing slip.
3. Return your package to:

Busy Horse
Attn: Return/Exchange Processing
PO Box 4147
Costa Mesa, CA 92628

* For your protection, we recommend you obtain a tracking number and/or insurance when shipping your items to us.

** COD will not be accepted.

Questions? Send email to: questions@busyhorse.com

Your Billing Address

Your Shipping Address (if different from billing address)

Name _____	Name _____
Address _____	Address _____
Address _____	Address _____
City/State/Zip _____	City/State/Zip _____
Phone _____	Phone _____
Email _____	Date of Purchase _____

Merchandise Being Returned (Please use reason code below)

Reason Code	Item Color	Item Description	Size	Quantity	Price
Refund Total					

Action You Wish to be Taken (Select box below)

- Replace***
 Exchange*
 Refund (Refund will be in the form of original payment)

*Replacement/Exchange item(s) will be same item(s) as original purchase.

Reason Code for Return

- WM** - Changed Mind
WE - Ordered Wrong Size
WC - Received Incorrect Item
WP - Received Damaged
WZ - Defective (Please Explain) _____