

Returning your item

(If you do not have a printer, you can write the respective details below on paper instead)

Date:

Saddlemasters Equestrian Ltd

Please provide the following

Your Name

Order Number

Email

Item 1 -----

Item 2 -----

Reason -----

Returns Address Label detail

Return to the following address: -

To

Saddlemasters Equestrian Ltd

30 Perryfields Crescent

Bromsgrove

Worcestershire

B61 8SS

Returns FAQs

Why do you not offer Free returns?

The main reason is because it would require us to increase our advertised sales prices to cover the additional cost of return shipments. We consider ourselves competitive on price and will happily price match or undercut our competitors wherever possible. We also do not wish to punish all consumers with higher costs who do not return their items.

We do, however, recognise the value to customers of a free returns service and we believe there is a way we can offer this without needing to raise prices. However, it is contingent on ourselves achieving a commercial facility with recognised couriers (DPD, Royal Mail and/or Hermes) that can provide the service at an economical cost. This is something very much in our roadmap of development and we hope to have such a facility in place by Summer 2022.

Do I have to use a certain courier to return?

No. We have no issues accepting deliveries from any of the recognised couriers. For our address they are all very reliable as we are very accessible.

Do you have any recommendations?

It is completely your choice, but you may benefit from knowing the below dynamics.

The cheapest way to return tall boots/large bulky items would be via Hermes whom charge currently £5.80 (as of 31st Jan 2022) in the 2-5kg category as they do not take in to account dimensions, only weight. For items under a 1kg Hermes will charge as little as £3.55 (as of 31st Jan 2022). Many of Hermes parcel shops now accommodate a touchscreen which can process your card payment via chip & pin, and print your label out – you can find your nearest parcel shop here <https://www.myhermes.co.uk/find-a-parcel-shop/>

The same boots would cost 2/3x as much to return via royal mail purely due to the fact their charging structure accounts for dimensions. However, we appreciate Royal Mail can be more convenient to some customers whom are used to their services at Post Offices etc, and generally considered more reliable.

DPD Local are also a good value and reliable courier for products whose any one dimension does not exceed 60cm (£6.47 inc vat as of 31st Jan 2022) . If any of the dimensions do exceed 60 cm then these will not be accepted at the parcel shop and you will be required to select their collection/delivery service which can be fairly expensive.

How long till I get my refund?

Legally we are required to refund customers within 14 days of receipt. In practice we seek to refund much quicker. Once an item is received, all items have to be unpacked and inspected and approved for resale by our Returns department. This can take 1-2 working days from receipt and during particularly busy periods post xmas it can take up to 5 working days. We will then raise a refund via the payment processor you paid with (Stripe or Paypal). This is essentially a button we click next to your order and it instructs them to pay you back. How long it takes for them to pay you back is not something we can intervene with but usually takes 1-3 working days. Unfortunately, it is not as simple as us directly transferring money in to your account via bank transfer. All consumer transactions & funds have to be handled via the Stripe/Paypal payment processors. For an update on your refund, feel free to email us on sales@saddlemasters.co.uk