

Sutton Farm Equestrian Centre Pty Ltd

'Returns Policy

TERMS AND CONDITIONS

Returns

Our policy lasts 14 days. If 14 days have gone by since your purchase, unfortunately we can't offer you a refund or exchange.

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

To complete your return, we require a receipt or proof of purchase.

Please do not send your purchase back to the manufacturer.

Conditions:

- 1. Item(s) must be in new and original condition as purchased, with all labels, tickets attached, including original packaging where it is applicable.*
- 2. The item(s) must be returned within 14 days of the date shown on the tax invoice. We understand that if the item was purchased for a gift it may take longer to find out that it wasn't right, and provided that the item is in perfect condition, including tags we may grant extension to return the item.*
- 3. Copy of the original Tax Invoice must accompany the goods. If you have lost your invoice, please let us know; if the purchase was made online we normally are able to re-print the invoice.*
- 4. Please note that freight costs are non-refundable; refund is for the price of goods only, and will be given using the same method the purchase was made.*
- 5. If the item(s) need to be exchanged, additional freight cost may apply.*

Faulty Items:

All of our products are from reputable manufacturers, and it is a very rare occurrence that we have a faulty item. However, if it happens we will either:

- Repair it if possible*
- Replace the item with the same item originally purchased (subject to stock availability)*
- Exchange it for another item*
- Offer credit note or refund*

Please note that reasonable wear and tear that occurs as a result of normal usage, or if the item was not laundered according to the manufacturer's instructions are not considered as fault.

Please send Returns/Exchanges to:

Sutton Forest Equestrian Centre

7530 Illawarra Highway Sutton Forrest NSW 2577

If you have any questions we are here to help: Email: info@suttonfarm.com.au T: 02 4869 2600

Out Of Stock Items:

If an item is on our website but the colour/size combination you wish to purchase is not available, please contact us via email, or phone. In most cases we are able to order the item for you, unless it is discontinued.

Refunds (if applicable)

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. We will also notify you of the approval or rejection of your refund. If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

Late or missing refunds (if applicable)

If you haven't received a refund yet, first check your bank account again. Then contact your credit card company, it may take some time before your refund is officially posted. Next contact your bank. There is often some processing time before a refund is posted. If you've done all of this and you still have not received your refund yet, please contact us at info@suttonfarm.com.au.

Sale items (if applicable)

Only regular priced items may be refunded, unfortunately sale items cannot be refunded.

Exchanges (if applicable)

*We only replace items if they are defective or damaged. If you need to exchange it for the same item, send us an email at info@suttonfarm.com.au and send your item to:
Sutton Forest Equestrian Centre
7530 Illawarra Highway Sutton Forrest NSW 2577*

Shipping

*To return your product, you should mail your product to:
Sutton Forest Equestrian Centre
7530 Illawarra Highway Sutton Forrest NSW 2577*

You will be responsible for paying for your own shipping costs for returning your item. Shipping costs incurred when you purchased the item are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Depending on where you live, the time it may take for your exchanged product to reach you, may vary.

If you are shipping an item you should consider sending your return/exchange via registered post, so you are able to track it if necessary. Australia Post Express satchels are a convenient way for posting clothing and accessories.

Please make sure that the items are well packaged. Sutton Farm Equestrian Centre will not take any responsibility for lost parcels or items that are damaged in transit. Your exchange will be processed in a timely manner (usually 1-2 business days) and new item(s) sent back to you, or the refund will be processed. You will receive an email confirmation when we sent the new items or processed the refund.