**Returns Policy**

Although we are sure you will never need to return our items we promise to refund any item that is unsatisfactory provided it is in a saleable condition and is returned within 14 days of the dispatch date provided on your email, we hold the right to refuse a refund where we reasonably consider that this has not been done. If for hygiene or any reason a product is non-refundable this will be displayed in the product description.

When returning items to us, please place your returned goods in their original packaging and do not remove any labels or tags.

To return your item(s) please send them to:

Arion Equestrian,

67 Moor Road North

Gosforth

NE3 1RJ

If you receive a faulty item and would like a refund, please state the fault on a returns note which you include inside the returned package. We will then examine the returned product and will notify you of any refund you are entitled to via email within a 14 working days.

Please note we will only refund on faulty items in full when they are returned to us within 30 days of purchase as per the Consumer Rights Act 2015. After this we reserve the right to refuse a refund, offer a partial refund, discount code or an exchange, this will be handled on a case by case basis at our discretion.

Faulty products will only be refunded by us if you can prove you purchased the product from us. We do not refund on items bought from our stockists or second hand from our other customers.

We do not refund on items that develop faults due to general wear and tear.

If you would like to return an item, we will refund you within 30 days of the day that we email you to confirm that you are entitled to a refund. Please note, this is provided that the product returned is received back to us within the 14 days from dispatch returns period or is faulty.

In the event that we do not receive your returned goods, we will ask you to provide the certificate of posting from the Post Office as proof of postage. We reserve the right to refuse a refund if you are unable to provide the certificate of posting.

We will usually refund any money received from you using the same method originally used by you to pay for your purchase unless otherwise specified.

**Refunds on postage**

We only refund full postage costs when an item is deemed faulty by ourselves. Our manufacturing team inspect every return within 2 working days of us receiving the item(s) back. We do not refund return postage on exchanges or general returns. We don’t refund on outgoing postage (the postage you pay to receive your item).