



BORNE SADDLERY
1860 FM359 #209
RICHMOND, TX 77406

Step 1.

Order# (If available): _____

Original Purchase by:

Address Change

Name: _____

Address: _____

 (City) (State) (Zip)

Phone: _____
 (Daytime)

 (Evening)

Email: _____

Send Refund or Exchange to:

(If different from left)

Name: _____

Address: _____

 (City) (State) (Zip)

Phone: _____
 (Daytime)

 (Evening)

Email: _____

Step 2.

Please select one of the following options:

Gifts may be returned for exchange or gift card toward future purchase

Exchange for another item(s)

Online gift card

Reimburse my original method of payment

Step 3. Returns

In the form below, please indicate the item(s) you are returning, including a reason code.

Reason Code	Item#	Color	Size	Quantity	Product Name	Price

Quality	Satisfaction	Performance/Service	Sizing/Catalog
01 Quality unsatisfactory	11 Did not like styling	21 Didn't perform as expected	31 Too small
02 Defective construction	12 Did not like	22 Shipping damage	32 Too large
03 Finish unacceptable	13 Did not like color	23 Wrong item shipped	33 Ordered wrong size
04 Difficult to assemble	14 Changed mind	24 Advised wrong	34 Not as described
99 Other (describe)			35 Not as pictured

Step 4. Exchanges

For US exchanges, we will waive the cost of regular shipping of your new items.

Reason Code	Item#	Color	Size	Quantity	Product Name	Price

(If the total of your exchange or new order exceeds the value of your return, we will debit your original payment method for the remaining balance.)

If you have any questions, please give us a call during regular business hours and we'll be glad to assist you. Call toll free: **866.254.5853**