



EasyCare Down Under



THE
BAREFOOT
BLACKSMITH

Product Return Form – *please scan and email completed form to admin@barehoofcare.com to notify us prior to returning the product via post and include a copy of this form in the parcel.*

1. Warranty within 45 days of purchase:

- If for any reason you are not satisfied with any product, you can return it to us in original condition within **45 days** of receipt and we will refund or exchange the product subject to our terms and conditions as detailed on this form and our website.
- Only product originally purchased through EasyCare Down Under /Barefoot Blacksmith may be returned to us for warranty issues. A sales receipt No. must be provided.
- Product returned for assessment due to warranty issues must be clean and free of manure, urine & dirt.

2. Ineligible items:

- Items that are worn, dirty, cut or altered in anyway **will not** be accepted and **will not** qualify for a refund or exchange. We cannot re-sell them if they are changed from their original condition.

3. Exchanges:

- Items can be exchanged for a different size.
- The customer is responsible for payment for postage incurred in both the return of new product & resending another size.
- Sometimes additional charges may apply between different sizes or products. Our staff will contact you to collect payment for these additional charges.

4. Refunds:

- Refunds may be given for the product only. The customer is responsible for payment for postage incurred in returning the goods to us for a refund.
- Refunds will be processed via the method by which you originally paid (EFT, Credit Card, Pay Pal).
- Please allow up to 7 days for your refund to be processed.
- For full explanation of the returns process please refer to our website. www.easycaredownunder.com.au

5. Posting your item:

- All refund and exchanges are to be sent to **EASYCAREDOWNUNDER 470 Middle Creek Road, Yarck VIC 3719**
- Please complete the return form below, scan and email it to admin@barehoofcare.com and send a copy to us inside the parcel:**

Order No./Payment Method	Sales Receipt No:	Full Name:	Email:	Phone:
Product Description	Size	Style	Qty	Refund/Exchange?
Reason for returning?				
Exchange Request	Size	Style	Qty	Comment?
Please exchange to this product:				



**PLEASE READ BELOW BEFORE PUTTING
EASYCARE PRODUCTS ON YOUR HORSE!**

STEP 1 Check your sizing.

- You will need a clean rubber mat surface and clean hooves.
- Do not try boots on concrete or dirt surfaces as they will mark the boot and void your ability to seek an exchange or refund.
- Please place a thin plastic bag over each hoof to getting avoid dirt on the boot.
- Fasten, the boots, then pick up the leg and try twisting the boot by holding around the sole. The boot should not twist independently to the hoof. If slight movement occurs, then a comfort pad may be needed in the boot.
- The toe of the hoof should fit well up into the boot.

Please note we provide advice based on the sizing charts and the manufacturer's advice, but we are not physically there to measure your horse or to note any hoof deformities which may influence boot or shoe fit which can also influence product wear.

Products returned for sizing exchanges or refunds must be in the original, unused clean condition & returned to us within 45 days of purchase. No exchange or refund will be made for lost items. Please refer to the Product Return Form overleaf for the terms and condition for exchange or refund.