

About Returns & Exchanges

Thank you for shopping with Frontier Western Shop. We take great pride in our reputation for quality and excellent value. It is important to us that you are 100% satisfied with your purchase. If you are not 100% satisfied with your purchase, you can return your order to Frontier Western Shop for a full refund within 30 days from the time of purchase. If for some reason you find it necessary to return an item, please fill out this return form. All we ask is that you send the items back to us in the original packaging, and make sure that the merchandise is in the same condition as you received it. Returned items must be sent freight prepaid within 30 days of purchase. We do not accept packages COD. Original shipping and handling fees are not refundable. Books and DVDs are not returnable. Special orders, drop ships and custom merchandise may not be returned or they will be subject to a 20% restocking fee. We guarantee products only when used for the purpose they were intended, under fair treatment and ordinary conditions. Tack is not designed for a horse to pull back on. We will replace or repair - at our discretion - articles which prove to be defective in workmanship. Please indicate the reason for your return with a check mark in the boxes provided. Offers are subject to adjustment due to returns, cancellations, and exchanges. Merchandise returned after 30 days may be refunded or exchanged in the form of an eGift Card or store credit at our discretion. **Please NOTE: Sale items are a FINAL SALE.**

STEP 1 - Please fill out the billing information below:

Order Transaction #: _____
Name: _____
Address: _____
City: _____ Postal Code: _____
Telephone #: _____
Email: _____

STEP 3 - Please Choose a Reason for Return

- Wrong Size
- Wrong Color
- Not Item Ordered
- Item was not as pictured in catalogue
- Item was not as pictured on internet
- Quality unsatisfactory
- Item is defective
- Duplicate Shipment
- Changed Mind

STEP 2 - List Item Being Returned Exchanged

Return Item #'s: _____

Exchange For #: _____

STEP 4 - Payment for balance due:

Please indicate how you would like to receive payment.

- Automatically refund the payment method used in my online order (Credit Card or PayPal).
- Refund me with an electronic Gift Card. Redeemable both in store and online. Your eGift Card will arrive via the email that was used to make your online order.
- Place in-store credit on my account for the refund value.

Customer Signature

STEP 5 - Enclose this form along with your merchandise in a securely sealed package that has all original shipping labels covered or removed. Attach the Return Label to the outside and return via a traceable method.

Return Label - Cut along this line

**Frontier Western Shop
Box 1450
5111-1st Street West
Claresholm, Alberta
T0L 0T0**