

# CANCELLATION FORM

This form is to be completed and returned if you wish to cancel your Order within 14 days of our Confirmation Email only.

Please send to [contact@devoucoux.com](mailto:contact@devoucoux.com)

I/we hereby give notification of my/our cancellation of the purchase contract for the good(s) listed below.

Order date\*:

Received on (if applicable):

Client name\*:

First name\*:

Client address\*:

Postal code\*:

City\*:

Telephone\*:

Email:

\*obligatory information

If you are only returning part of an order, please indicate clearly the items concerned.

| Order Number | Item<br>(Saddle, bridle) | Saddle<br>Number | Size/Colour | Price | Cancellation Code<br>** |
|--------------|--------------------------|------------------|-------------|-------|-------------------------|
|              |                          |                  |             |       |                         |

\*\* Reason for this cancellation request (To help us improve our services, we invite you to tell us your reason for cancelling your order by selecting a code number from the list below)

- |                                 |  |
|---------------------------------|--|
| 1. <i>Wrong size</i>            | 5. <i>Received wrong item</i>          |
| 2. <i>Doesn't suit my horse</i> | 6. <i>Package damaged upon arrival</i> |
| 3. <i>Item arrived too late</i> | 7. <i>Other</i>                        |
| 4. <i>Poor quality</i>          |  |

## Instructions for returning items

- 1) All the obligatory information must be provided.
- 2) Print and email this form to [contact@devoucoux.com](mailto:contact@devoucoux.com). If you have already received the Goods please email the Cancellation Form and also print it off to place with the items to be returned (listed above).
- 3) If you do not wish to be reimbursed by bank transfer to the account that was used for the original payment, please contact us with details for the bank account that you wish to be used for the reimbursement.
- 4) Please carefully and securely wrap all items and send the Goods to the following address:  
LIM Group, Bellevue, CS00031 – 24300 Nontron – France

Please keep the parcel receipt as proof of postage until your returned Order has been accepted and reimbursed.