



RETURN POLICY

Ropes and Reins is committed to providing high-quality equestrian products and excellent service. If you're not completely satisfied with your purchase, we're here to help.

Returns & Exchanges – Standard Products

- Returns or exchanges are accepted within **[30] days** of the purchase or delivery date.
- Items must be **unused, unwashed**, and in their **original packaging** with tags attached.
- A **receipt or proof of purchase** is required for all returns.
- Refunds will be issued to the **original form of payment** once the item is inspected and approved.
- **Return shipping costs** are the responsibility of the customer unless the item is defective or incorrect.

Non-Returnable Items

We do not accept returns or exchanges on the following:

- **Custom or personalized items** (e.g., embroidered saddle pads, monogrammed gear)
- **Sale or clearance items** marked "Final Sale"
- **Used, worn, or damaged items** not due to a manufacturer defect
- **Ingestible products and supplements**
- **Liquids**, including **shampoos, conditioners, body sprays, and oils**

- **Veterinary supplies**, including **hoof oils, pastes, ointments, and any tube-based products**
- **Gift cards**

Defective or Incorrect Items

If you received a defective or incorrect item:

- Contact us within **[5–7 days]** of receiving your order.
- Provide photos and a description of the issue.
- We will cover return shipping and either replace the item or issue a full refund.

Exchange Process

- Exchanges are processed once we receive and inspect the returned item.
- If the desired exchange item is out of stock, you may opt for store credit or a refund.

Return Instructions

- To initiate a return or exchange, email us with your order number and reason for return.
- We will provide return instructions and the return address.
- Please package items securely and consider using a trackable shipping service.