

RETURNS FORM

Purchase Date (Proof of Purchase if Applicable):

Your Full Name:

Address:

Postcode:

Country:

Mobile Number:

Email:

Reason For Return:

IMPORTANT INFORMATION - PLEASE READ

When Returning Boots please make sure they are clean, free of any mud or dirt. Due to health and Safety, if boots are returned unclean we will not accept them and they will be returned at your cost.

POSTAGE

You must make your own arrangements for postage and you are responsible for the costs of your return. Your postage will only be refunded if we deem the goods to be faulty and they have been returned within a period stated on our terms and conditions. Please note we do not cover special delivery costs, and only up to the amount of £12.95

RETURN ADDRESS:

Joshua Jones Uk - Returns Department
White Mill Barn
Sturminster Marshall
Wimborne
Dorset
BH21 4BX



TERMS & CONDITIONS - RIDING BOOTS

All prices are in GBP sterling are exclusive of delivery charges. You may pay by most major credit/debit cards. We are under no obligation to accept your order. Prices, offers and products are subject to availability and may change at any time prior to acceptance of your order. We will inform you of any changes

Orders will not be dispatched until payment has been received in full. If your goods are not in stock, we will order the goods for you after payment has cleared. We aim to deliver all items in stock to UK mainland addresses, normally within seven working days. Riding boots can be subject to an 8 week delivery time. (12 weeks ordered around August when the factory closes for 4 weeks)

All New boots come with a 6-month warranty which starts on customer's receipt of the boots. Only boots purchased from Joshua Jones UK are covered under this warranty. This warranty covers the boots for repair (not replacement) of faults only of the boot. If the damage is through natural wear and tear within this warranty period the repair and postage will be charged for. Customers are responsible to return the boots to us at their cost within this warranty time. You can view all terms and conditions and return address on our website. Repairs will be done in the UK where possible. There are some occasions on difficult repairs that they will go back to the factory in Italy. UK repairs are 10 – 15 working days. Italian repairs are 4-6 weeks on average. Once a boot is purchased, if there is any damage or fault the boot cannot be replaced only repaired once worn outside or on a horse and within the warranty period. You are only entitled to a refund if the boots are returned to us unworn, in a perfect condition and the packaging is in its original condition within 14 days of receiving them. There will be a £10 deduction if the box is damaged and unusable. Boots for repair must be returned in a clean condition other wise they will be returned to the customer at their cost.

After the 6 month Warranty expires no matter how often the boots are used there is a charge for repairs return and postage. Customers are responsible for returning them to us at their cost and choice of postage method. Boots must be returned in a clean condition.

We recommend that customers try new boots on inside their home before they have decided whether they are happy with the fit. Once the boots have been worn outside or deemed used, the customer has accepted their sizing and design and these boots are non-refundable and cannot be exchanged.

If boots arrive and they do not fit they can either be exchanged for a different size if in stock, or altered which will take 6-8 weeks for alterations and new orders. These boots have to be returned to us in as new condition and unused. Once boots have been used outside or on a horse they are non-returnable. If boots arrive and they do not fit they need to be returned to us in original condition with original packaging. If they show any signs of use outside or on a horse they cannot be exchanged or refunded.

Damaged or Faulty Goods. Claims for damaged or faulty goods must be made promptly by telephone, email or post (not by social media). This does not apply to faults caused by accident, neglect, misuse or everyday wear and tear. Upon inspection we will repair the item. We recommend returning your goods by signed for delivery. We can only assess boots for repair once we have received them. Any form of refund can only be made on receipt of boot and onto the same payment method made used on the original transaction.

Deposits placed on an order are only refundable after 7 working days of placing the order. After this time Deposits are non-refundable. Once the boots have arrived you will have 31 days to pay the balance before you will lose the deposit placed and the boots will remain as our property.

Sales through Joshua Jones UK Ltd. are governed by English law and you agree to submit any dispute to the exclusive jurisdiction of the English courts. By submitting an order you are indicating unequivocal acceptance of these terms and conditions. Your legal rights are unaffected and all orders placed form a legally binding contract, if this forms part of a Made to Measure of Made to Order.

These terms and conditions do not affect your legal or statutory rights.

TERMS & CONDITIONS - CLOTHING

Damaged or Faulty Goods. Claims for damaged or faulty goods must be made promptly by telephone, email or post. This does not apply to faults caused by accident, neglect, misuse or everyday wear and tear. Upon inspection we will replace the item or refund you if we believe the goods are damaged or faulty. The customer must return the goods to us at their cost and choice of postage.

Returning Goods. If you have ordered the wrong size, or wish to return goods for any reason other than they are damaged or faulty, then you must contact us prior to returning them. Items must be returned within 14 days of receipt. We will exchange the item for new. If the item is no longer available we will refund you excluding postage charge (we are unable to refund carriage). Your return can be rejected if the condition of the returned goods is not to our satisfaction and in its original packaging. Please note that we are unable to exchange goods or give refunds after 14 days of receipt unless there is a fault with the product and the manufacturer agrees to replace it. Refunds can only be made on receipt of the item and only onto the same payment method made on the original transaction.

Sales through Joshua Jones UK are governed by English law and you agree to submit any dispute to the exclusive jurisdiction of the English courts. By submitting an order you are indicating unequivocal acceptance of these terms and conditions. Your legal rights are unaffected and all orders placed form a legally binding contract. From this time you are legally obliged to accept the order.

These terms and conditions do not affect your legal or statutory rights.