Revocation right

Return Policy and Returning Merchandise
You may return items to us within **14 days of receipt**.

Conditions for returns:

- The merchandise must have been tried on only as you would during a normal fitting in a retail store.
- The item must be returned unused, completely clean, odor-free, free of horse and animal hair, and in its undamaged original packaging.
- **Important – Label Requirement:** All manufacturer labels, brand tags (hangtags), and price tags must be attached to the item in their original, undamaged condition. **If labels are removed or cut off, the right to return is irrevocably forfeited.**

Exceptions – Excluded from exchanges and returns:

- **Safety items:** Riding helmets, safety vests, protective gear, and airbag systems (for quality and safety reasons, we cannot accept returns for these items).
- **Hygiene items:** Bits, mouthpieces, underwear, and brushes (if the packaging or seal has been opened).
- **Clearance items:** Heavily discounted items, sale items, and end-of-line stock.
- **Feed & Grooming Products:** Feed, feed supplements, herbs, and liquid grooming products (such as oils, sprays, and leather balms).
- **Custom-made items:** Products specially procured or customized for the customer (e.g., embroidery).

Return and Payment Terms:

- Returns are at the customer’s expense and risk. Unstamped packages will not be accepted.
- After verifying that the returned item is in perfect condition, we will refund the net value of the goods via the original payment method. Shipping costs incurred and transaction fees charged by payment service providers (such as PayPal) will not be refunded.
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Return Address:

Horseandmore GmbH
Grindwiesstrasse 4
8865 Bilten