

Online Return Form

We hope you enjoy your purchase; however, we also understand that sometimes there may be a need to return your item. That's why we offer our **30 day** return policy. All items may be returned for full refund or store credit within 30 days of purchase, less the shipping fees. All items returned **after 30 days** will receive store credit only, no refunds, less shipping fees. Store credits will be issued on a STT gift card. Please follow these simple steps below to return your item. You may return items in **original, new condition** (unworn, unwashed, with all tags attached and in its original packaging).

1. Complete form below.
2. For your protection, we recommend that you insure your package to ensure a safe and documented delivery. Please place items in protective shipping wrap or box. Ship items you are wishing to return to:

South Texas Tack
Attn: Returns
4765 Hwy 290 East
Brenham, Texas 77833

3. **Online Exchanges and Returns:** Please note if returning items purchased online they may be exchanged or returned (items must be in new condition) for refund within 30 days, less shipping fees. Please allow one billing cycle for refund to appear once return is received. Returns will be processed within 48 hours. All sales are final on sales items, unless exchanging for same style, different size. If not in stock a 10% restocking fee will apply.
4. **Online Purchases Being Returned in Store:** Please note if returning items purchased online or via catalog they may be exchanged in store, **NO REFUNDS!** Online and Catalog orders being returned in store will follow in store return policies, no refunds. All sales are final on sales items.
5. Customer is responsible for all shipping charges on Returns.

Please check the following: Exchange Refund

Order Number: _____

Customer Number: _____

If item is out of stock:

_____ please ship ASAP _____ Refund

Ordered By (billing name): _____

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____

Email: _____

Ship To: _____ same as billing _____

Name: _____

Address: _____

City: _____ State: _____ Zip: _____

Phone: _____

Email: _____

Items Returned						
Order No.	Item #	Style No.	Size	Brand	Qty	Reason Code

Reason Codes: **10** - Size, Too Large **20** - Size, Too Small **30** - Defective **32** - Duplicate Order
40 - Wrong Item **50** - Arrived Late **31** - Damaged
60 - Not as described, please explain _____
70 - Other, please explain _____

- Custom Orders or Personalized Items (Special) are Not Returnable, Non Refundable for Gift Card or Exchanges. All merchandise that have had alterations made or have been laundered are not eligible for Gift Card or Exchanges. Customer is responsible for all shipping charges.
- This return/exchange form only applies to online catalog/www.southtexastack.com purchases.