

Shipping & Delivery:

If you place your order before 3pm. on a normal working day, we will dispatch your Product/Products the same day for delivery between 8am and 5.30pm the following working day, UK Mainland Only (Republic of Ireland will take approx 1-3 days subject to the product ordered and stock). In the event of an item not being in stock we will contact you immediately by telephone and/or email. If you place your order on a Friday night, Saturday or Sunday the item/items will be dispatched Monday for delivery on Tuesday.

In certain areas the delivery may take up to three working days (i.e. Scottish Highlands and certain other rural areas.)

* Delivery will be £5.95 unless otherwise stated.

* Charges may apply to the following areas:-

Isle of Man
Channel Isles/Scottish Isles
Northern Ireland (BT Postcodes)
Republic of Ireland

Returns & Replacements:

If the item you have ordered has a manufacturing fault, then we will collect the item from you at our expense. However, this needs to be brought to our attention within 28 days of taking delivery (goods supplied to Europe carry a return to base warranty).

Items after this period will need to be returned to us at your expense. Items returned to us must be sent via registered post or reputable carriage company, proof of posting is not proof of delivery. The returned item should be with sufficient or the original manufactures packaging with accessories, manuals or other documentation. **Please Note:** If the returned item has no fault you will be liable for all collection/delivery charges.

Outer manufacturers packaging must also be protected in transit, and returned in original condition.

Once we have received the returned items, you will receive a refund for the item, or receive a replacement provided the return is within the 28 day period. After this period the item will be repaired and returned to you. Please contact us before returning faulty items.

Please be aware all riding hats incur a 20% handling fee (any returned hats have to be sent back to the manufacturer for testing)

Payment, Pricing & Promotions:

We accept payment by paypal only (all major cards are accepted by paypal)

Prices and promotional offers are subject to change without notice. All are subject to availability.

Contact Us:

If you need any help or advice with anything at all do not hesitate to pick up the phone and call one of our friendly sales team on 01522 790720, alternatively email at grundyequestrian@hotmail.co.uk