



P.O. Box 119  
Brussels, ON N0G 1H0  
Telephone: 519-887-9391  
Toll Free : 877-887-9391  
Web site: www.cowboyloft.com  
Email: trudy@cowboyloft.com

## Cowboy Loft - Merchandise Return Form

This form should be used for all returns - include MRA Number

Name: \_\_\_\_\_ Account #: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Province/State: \_\_\_\_\_

Postal Code/Zip Code: \_\_\_\_\_

Phone: ( \_\_\_\_ ) \_\_\_\_\_ - \_\_\_\_\_ Email: \_\_\_\_\_

( \_\_\_\_ ) \_\_\_\_\_ - \_\_\_\_\_

- ▶ Cowboy Loft offers exchanges and refunds provided that the product **has not been used** or damaged. For a refund or exchange, return your merchandise in its **original condition**, with a copy of the sales invoice, and MRA Number within 30 days of purchase.
  - **Exceptions** to this policy include personalized or custom ordered items, books, videos, DVDs, undergarments, supplements/wormers or any ingestible product (for safety reasons).
  - Saddles are not refundable if marked in any manner.
  - Blankets and sheets **must** be returned clean and unused. We suggest placing a clean sheet between your horse and new blanket when testing the fit.
  - All items must be in the original packaging and be accompanied by the tags. Items that are contained within a merchandise box (i.e. Helmets, boots) require the container appearance not to be altered.
- ▶ Contact us by email at trudy@cowboyloft.com or by phone **1-877-887-9391** to obtain Merchandise Return Authorization (MRA) number. We can be reached Monday-Friday 8:00 A.M. - 5:00 P.M, Saturday 9:00 A.M. - 5:00 P.M. Eastern Standard Time. When obtaining the MRA number, please remember the following:
  - Record the MRA number that is given to you for the approved product.
  - Confirm the return address that you will need to ship your product to.
- ▶ Include this completed Merchandise Return Form with the approved return item(s) that you are sending back to us.
- ▶ Please indicate the MRA number on the outside of the parcel being sent. The parcel will need to be addressed to:

**Cowboy Loft**  
P.O. Box 119,  
Brussels, ON N0G 1H0

**IMPORTANT: All packages that are returned without this MRA number displayed on the parcel will be refused.**

Please return items by "insured ground mail" to the above address. Sorry, we **cannot** accept collect returns.  
**Shipping charges are not refundable.**

