

# Returns & Refunds Policy

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**Vamors Equipe** | Last updated: May 2026

We want every rider to feel confident shopping with us. If something isn't right, we're here to make it easy. Please read through our returns policy below, and don't hesitate to reach out if you have any questions.

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## Return Eligibility

We accept returns on most items purchased directly from [vamorsequipe.com](https://vamorsequipe.com), provided they meet the conditions outlined in this policy. Items must be unused, in their original condition, and returned within the specified timeframe.

Returns are accepted for the following reasons:

- The item is faulty or defective
  - The wrong item was sent
  - The item does not match the product description
  - You've changed your mind (subject to conditions below)
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## Return Timeframe

You have **7 days from the date of delivery** to request a return. Requests made after this window unfortunately cannot be accepted, so please inspect your order as soon as it arrives.

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## Condition of Items

To be eligible for a return, items must be:

- **Unused and unworn**, no signs of use, dirt, or wear
- **In original packaging**, tags attached, original box or bag included
- **Complete**, all accessories, components, and documentation included

Items that have been used, altered, or washed cannot be accepted for return, even if the return window is still open. This is especially important for saddles, bridles, and riding apparel, which must remain in pristine condition.

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## Non-Returnable Items

The following items are not eligible for return:

- Custom-made or personalised products
- Items marked as **final sale** or **clearance**
- Consumables (e.g. leather care products, supplements) that have been opened
- Gift cards

If you're unsure whether your item qualifies, contact us before returning, we'd rather help you upfront than turn a return away.

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## How to Start a Return

Starting a return is simple:

1. **Contact us** within 7 days of delivery via email at [vamorsequipe@gmail.com](mailto:vamorsequipe@gmail.com) or WhatsApp at **+852 9284 9474**
2. Include your **order number**, the item(s) you'd like to return, and the reason for the return
3. We'll review your request and respond within **2 business days** with return instructions
4. Once approved, securely pack the item and send it to the return address provided

Please do not send items back without prior approval, unapproved returns cannot be processed.

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## Refund Process

Once we receive and inspect your returned item, we'll notify you of the outcome by email. If approved:

- Refunds are issued to your **original payment method**
- Processing typically takes **5–10 business days** after the return is received
- You'll receive a confirmation email once the refund has been processed

Please note that original shipping fees are non-refundable unless the return is due to our error (wrong or faulty item).

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## Exchange Options

Prefer a different size, colour, or product? We're happy to arrange an exchange wherever stock allows.

To request an exchange, follow the same process as a return (contact us first) and let us know what you'd like instead. If the replacement item is a different price, we'll either charge or refund the difference accordingly.

Exchanges are subject to the same eligibility conditions as returns.

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## Shipping Costs for Returns

Reason for Return	Who Covers Return Shipping?
Faulty, damaged, or incorrect item	Vamors Equipe covers the cost
Change of mind	Customer is responsible

We recommend using a trackable shipping service for all returns. Vamors Equipe is not responsible for items lost in transit during the return journey.

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## Damaged or Incorrect Items

We take quality seriously, and we're sorry if something wasn't right with your order. If your item arrives damaged or you receive the wrong product:

1. **Contact us within 48 hours of delivery**, the sooner, the better
2. Send us a **photo of the item and packaging** so we can assess the issue
3. We'll arrange a replacement, exchange, or full refund at no cost to you

Please keep all original packaging until the issue is resolved, as we may need it to support a claim with the courier.

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## Final Notes & Exceptions

- This policy applies to orders placed through [vamorsequipe.com](https://vamorsequipe.com) only. Items purchased through third-party retailers are subject to that retailer's own returns policy.
  - We reserve the right to decline a return if the item does not meet the conditions stated above.
  - In cases of dispute, we'll always do our best to find a fair resolution, just get in touch and we'll work through it together.
  - This policy does not affect any statutory rights you may have under applicable consumer protection laws.
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## Still Have Questions?

We're always happy to help.

 [vamorsequipe@gmail.com](mailto:vamorsequipe@gmail.com)

 WhatsApp: [+852 9284 9474](https://wa.me/85292849474)

Thank you for shopping with Vamors Equipe. Your trust means everything to us, and we're committed to making sure every purchase is one you're proud of. 🙌