



# RETURN INSTRUCTIONS

*Follow Each Step Completely*

**1 The NRS Guarantee** Your complete satisfaction is our goal. When your order arrives, please check each item carefully. If for any reason, you're not satisfied, you may return that unused product for an exchange, credit or refund.

**Returns** Fill out the return form provided in your order and include it with your merchandise. Special order, drop ships and custom merchandise may not be returnable or may be subject to a restocking fee. **Books, tapes, health care supplies, used ropes, second ropes and used saddles are not returnable.**

**Rope Policy** We want you to be happy with the ropes you receive from NRS. When you receive your ropes, inspect each one carefully. If you are not completely satisfied, return any unused rope to NRS for an exchange or refund. We cannot accept a used rope or second rope for return. Call any of our customer service representatives for tips on keeping your ropes clean, straight and useful.

**Saddle Policy** It is important that your new saddle fits both you and your horse. When your saddle arrives, inspect it carefully, saddle your horse with it using a clean pad, and make sure you are satisfied with the quality and fit. If you are not satisfied, return the unused saddle for a refund or exchange. Please realize that a new saddle won't sit completely down on the horse's back until it has been ridden several times. Full credit will only be given on a saddle if there are no signs of wear, dirt or use.

**2** Call **1-800-467-6746** for Return Merchandise Authorization #            
Returns will not be accepted without an RMA.

**3** Customer I.D. # \_\_\_\_\_ Daytime Phone \_\_\_\_\_  
Name \_\_\_\_\_ Evening Phone \_\_\_\_\_  
Address \_\_\_\_\_ E-Mail \_\_\_\_\_  
City \_\_\_\_\_  New Address?  
State \_\_\_\_\_ Zip \_\_\_\_\_

We want to know why you are returning a product. This is important because your feedback will allow us to serve every customer better and always provide you with the best in quality products.

Reason For Return \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

<b>4 Refund</b>	Item Number	Description	Qty	Color	Unit Size	Lay	Price	

  

<b>Exchange</b> Please list the new items you would like to receive.	Item Number	Description	Qty	Color	Unit Size	Lay	Price	

**5** If you're exchanging an item, which method of payment would you like to use for shipping charges and additional expenses? If paying with check, a driver's license number and date of birth is needed.

MC  VISA  AM/EXPR  DISC  Enclosed Check

Acct # \_\_\_\_\_ Exp. \_\_\_\_\_ DL# \_\_\_\_\_

Signature \_\_\_\_\_ DOB \_\_\_\_\_

**Please make sure above is filled out completely. Failure to include credit card number will delay process.**

**Please return to:**  
**National Roper's Supply**  
**1410 S FM 51**  
**Decatur, TX 76234**