



EQUESTRIAN CANADA CANCELLATION AND REFUND POLICY

Purpose

Equestrian Canada has a duty to ensure proper management of its assets on behalf of its constituents. In the event of dissatisfaction with goods or services sold by the organization, this policy will provide the parameters with which to address a cancellation or refund request.

Policy

Equestrian Canada will publish the terms for cancellations and refunds on order forms, invoices, statements, etc.

Terms: Goods

A refund for goods will be granted for requests submitted in writing with the receipt within 15 days of sale. The goods must be returned to Equestrian Canada and must be in saleable condition with all original materials intact. Return shipping costs are the responsibility of the buyer.

A refund for goods will be granted for requests submitted in writing with the receipt within 30 days of sale if due to a manufacturer's defect. The goods must be returned to Equestrian Canada with all original materials intact. Return shipping costs are the responsibility of Equestrian Canada.

Exceptions

A refund will not be granted for Equestrian Canada training manuals, Equestrian Canada coaching manuals, Equestrian Canada rule books or any goods ordered from the FEI on behalf of the customer.

A refund will not be granted for custom ordered clothing unless due to manufacturer's defect (per above).

Terms: Sport Licences, Horse Licences, and Horse Passports

A refund for the cancellation of a sport licence, horse licence or horse passport will be granted for requests submitted in writing within 7 days of sale. The sport licence, horse licence or horse passport must be returned to Equestrian Canada with all original materials intact. Return shipping costs are the responsibility of Equestrian Canada.

Exceptions

A refund for the cancellation of a sport licence, horse licence or horse passport will not be granted once



the buyer has registered and participated in an Equestrian Canada sanctioned competition.

Terms: Subscriptions

A refund for the cancellation of an annual subscription will be granted for requests submitted in writing within 7 days of sale.

Terms: Amateur Status, Discipline Levies, Discipline Membership Fees, Equine Medication Fees

A refund for the cancellation of amateur status will be granted for requests submitted in writing within 7 days of sale.

Refunds will not be granted for discipline levies, discipline membership fees or equine medications fees.

Products through Third Party Sellers

A refund for goods purchased from Equestrian Canada by Provincial Sport Organizations will be granted within 6 months of sale. The goods must be returned to Equestrian Canada and must be in saleable condition with all original materials intact. Return shipping costs are the responsibility of the buyer.

Equestrian Canada goods sold through a third party (i.e. Provincial Sport Organization, Competition Organizer, etc) are subject to the refund policies of the seller.

Administration Fees

A nominal administration fee will be applied to sport licence, horse licence, and horse passport cancellations.

Original shipping fees will be deducted from refunds issued for returned goods that are not due to a manufacturer defect.

Rush or late fees that were charged as part of an original sale will be deducted from refunds issued for the cancellation of a sport licence, horse licence or horse passport.

A restocking fee will apply to goods returned by a Provincial Sport Organization.