

Equine.com 180-Day Money Back Guarantee Refund Request Form

Please provide the following information so equine.com can locate your ad. *All information must be completed* in order to process your refund request.

Contact Information

Name: _____

Address: _____

Phone number: _____

E-mail address: _____

Username: _____

Horse Information

Ad ID: _____

(This number can be found on the ad listing)

Ad Start Date: _____

Breed: _____

Discipline: _____

Age: _____

Refunds will be issued in the method the original payment was made.

Terms and Conditions

By signing below, I hereby represent, warrant and affirm that I have read and satisfied all requirements for a refund under Equine.com's 180-Day Money Back Guarantee Terms (which are set forth on Page 3 of this form). I further hereby represent, warrant, and affirm that (a) my advertised horse has not been sold or traded in, and continues to be available for sale, (b) the advertised horse remains in my possession and (c) I am not in the business of selling horses and have not listed more than 9 horses for sale on equine.com in the past year.

Signature: _____ **Date:** _____

Refund requests must be postmarked 181 to 194 days (2 weeks) after the listing date and sent via postal mail to:

equine.com, Attn: Money Back Guarantee, 5720 Flatiron Parkway, Boulder, CO 80301

Effective:08/16/08

180 day Money Back Guarantee–Terms

Equine.com connects thousands of sellers with buyers every day. That is why we have made advertising with Equine.com risk free.

Purchase an ad that includes our 180-Day Money Back Guarantee. If you have not sold or traded your horse after 180 days, you may be eligible to obtain a refund for your Equine.com ad (see rules below). Alternatively, you can choose to renew your ad for an additional 180 day term in lieu of a refund.

Refund requests must be postmarked within 14 days following the 180-Day Money Back Guarantee Date noted on your purchase receipt. Requests must be submitted via postal mail using Equine.com's refund request form found [here](#). If you receive a refund, your ad will be removed from the site.

Refunds may take 90 days to process.

Rules:

To be eligible for the Guarantee refund, each of the following conditions must be met:

- a)** The listing must be purchased on an Equine.com network website as part of a listings package that includes the 180-Day Money Back Guarantee offer.
- b)** The listing must have been on the Equine.com site for 180 consecutive calendar days without interruption following the ad start date.
- c)** The advertised horse must still be for sale as of the date the refund request is submitted and the horse must be in your possession. Listings for horses that have been sold (as the result of the listing or any other online or offline source) or traded, or for horses that are otherwise no longer available for sale, are not eligible.
- d)** The horse must be in sound condition.
- e)** The listing must have been purchased by an individual seller and not a broker. A broker is defined as anyone in the business of selling horses and/or anyone who has listed more than 9 horses for sale on the Equine.com network in the last year.
- f)** The listing must satisfy all provisions of the Equine.com Terms and Conditions.
- g)** Only three Guarantee refunds per household per calendar year.