

Bon-Vivant Equestrian Supply Co.

Attn: Warranty and Repairs
 P.O. Box 423
 Kennebunk, ME 04043-7136



Please complete all applicable fields of this form and include a copy of this form and a copy of your original invoice with your warranty return.

Today's Date:	Date of Original Purchase (Please attach a copy of original invoice):	If you have a Return Authorization #, write it here:

First Name: _____	Last Name: _____
Address: _____	City: _____
_____	State: _____
_____	Zip/Postal Code: _____
Contact Phone: _____	Contact Email: _____

Product Information

Select the Beasties™ Line/Brand that best describes your product:

- Beasties™ Brilliance Browbands** - One year on leather and crystals**.
- Beasties™ Volte Browbands** - One year on leather and crystals**.
- Beasties™ Perfect Square Halts Browbands** - Two years crystals** and one year on leather.
- Beasties™ Luminosity Browbands** - One year on leather and 90 days on crystals**.
- Beasties™ Plain Leather Browbands** - One year on leather.
- Beasties™ Twilight Browbands** - One Year on leather and crystals**.
- Other (Describe):** _____

**All crystals that are eligible for warranty must have all of the prongs attached to the individual cup containing the crystal(s) needing warranty repair or service. If the prongs are missing, the product is *not eligible* for warranty coverage because this is not considered to be manufacturing failure. However, a repair may still be completed for a fee.

Leather Color:

- Black Leather
- Dark Brown Leather
- Whiskey (Reddish Orange) Leather





Crystal Color(s) to be repaired (if applicable):

- _____
- _____
- _____
- _____

Product Size (as marked on actual product or invoice):

- Pony
- Cob/Horse
- Full/Warmblood
- X-Full

Pre-Authorization for Warrantable Items

If your returned warrantable item cannot be repaired for whatever reason, would you accept an equivalent replacement item or would you want the original item returned to you in an “as is” condition at no additional cost?

- REPLACE** my non-repairable item under warranty
- RETURN** my non-repairable item
- N/A** my item is out of warranty and/or not eligible for warranty. I will complete the next section.

Pre-Authorization for Repairs on Non-Warrantable Items

If your item is not covered under warranty, but you still want to have the required repairs done, we can do so for a fee starting at \$25.00. This fee will cover the following costs:

- Repair up to three crystals (all prongs must be attached; otherwise additional fees will be billed to you.
- Light Cleaning of the browband and crystals with professional equipment to remove dust in-between crystals.
- Cost to send the browband back to you.

Please make a payment in the amount of \$25.00 via one of these methods:

1. Enclose a non-refundable check or money order **made payable to: Bon-Vivant Equestrian Supply** in the amount of **\$25.00**.
2. Pay by PayPal. Visit: [paypal.me/bonvivantequine](https://www.paypal.me/bonvivantequine) and pay \$25.00. Please include a note on the payment that says browband repair, your return authorization number (if you have one) and your original order number/invoice.
3. Pay by Venmo. Visit: [Venmo.com](https://www.venmo.com) and pay us at: @Bonvivant-Equestrian. Please include a note on the payment that says: “Browband Repair” and include: your return authorization number (if you have one) and your original order number/invoice.



If the cost to repair exceeds \$25.00, we email you an invoice for the additional cost. Payment must be made immediately. If overage invoice has not been paid within 7 days of request, your item will be repaired to the best of our ability for the \$25.00 fee and the item will be returned to you.

Notice for Items Returned for Repair

Typical return time is 2-8 weeks, but return times may vary and may extend up to 10 weeks during peak times. Please ensure your item is cleaned prior to return. If we need to contact you, we will use the contact information provided on page 1. Your item(s) will be returned to the address information provided on page 1. If you would like us ship to a different address, please include that information with your return.

Reason for Return/Description of Warranty Work Needed

Describe your repair request here. Please use tape to mark the product as to the location where you desire repairs. Also, please use this space to indicate an address where the repaired item should be returned (only if the address differs from the contact information provided on page 1).

Your Signature is Required!

X

Date:
