



Polyflex[®] Horseshoes

No Anvil LLC

No Anvil LLC Return Policy

We understand that in the equine industry, the details matter. That's why we've chosen to build our small business around the pillars of personalized customer service, high quality product and consumer education. Being involved in the world of horses on all levels has offered our team a personal understanding and connection to clientele that we have had pride in serving since 2008. Not only do we sell our product, we use it too! We feel confident putting our name behind the full line of products that we offer. However, if you are not 100% satisfied with your purchase, you can trust we'll work with you to make it right.

Our Return Policy:

If you are not 100% satisfied with your purchase, please contact us by calling our office at 561-878-1744.

We appreciate your business and are open Monday through Friday from 9AM to 5PM EST (excluding major national holidays).

Need to return or exchange an item?

- √ If your order has become damaged or lost due to shipping, please contact us within 7 business days of your order placement so we have the opportunity to assist you.
- √ Should you need to return a purchase for a refund or store credit, we are happy to assist you! We do ask that you do so within 30 business days of your purchase. After 30 business days, we will consider any items for return and store credit that are defective due to materials or craftsmanship for up to one year.
- √ We do require proof of purchase to honor a refund or exchange. Typically, we will have a record of your purchase, otherwise we will require a physical receipt.
- √ On approved refunds, you can expect to receive full credit minus our 15% restocking fee. Please note that your reimbursement will be processed upon receipt of the returned item(s).
- √ On approved purchases for exchange, you can expect to receive the full value of the exchangeable item.
- √ Please note that Final Sale items include our adhesive products, hoof packing material and custom orders. These products are not eligible for refund or return due to their chemical nature and/or restricted resale viability. However, should you have any issues with the quality of your product, please reach out to us with your corresponding product information including but not limited to: product lot number, size and name.
- √ Our team works hard to ensure we get your order just right, but if we have made a mistake, we will make every effort to correct it for you. Please contact us within 7 business days so that we can correct your purchase and assist you with return shipment.

Special Conditions:

To protect our valuable customer relationships and make certain that we handle any return/exchange with reasonable fairness, we cannot accept a return or exchange in certain situations, including:

- √ Products damaged by misuse, abuse, improper application or negligence, or accidents
- √ Products showing excessive wear, tear, or modification
- √ Products that have been subjected to customization
- √ Products with a missing label or label that has been defaced
- √ Products that have been soiled or contaminated
- √ Products that have been discontinued
- √ Products that are marked Final Sale or Clearance items
- √ On rare occasions, past habitual abuse of our Return Policy