

COUNTY SADDLERY Inc, Purchase and Return Policy

BY AND FOR RIDERS WITH DISTINCTIVE TASTE

Resisting the trend toward cheaper production methods using foam rubber panels and plastic tree, County Saddles continue to be painstakingly handmade on our laminated beech wood spring trees, covered in the world's finest leather, and flocked with pure Wool to maximize your horses comfort and fit. As one of the few Saddlery companies in the world which actually make its own trees, County sets the industry standard in design and innovation.

Our traditional methods take longer and require a higher degree of craftsmanship, but once you sit in a County, We know you will agree that the results are clearly worth it. Although we custom make saddles for many of the world's leading Riders, our commitment to quality and detail is reflected in every saddle we make, Including the one we will make for you.

County Saddlery- Qld

Order Process:

Saddles can be ordered via - Booking a test ride consultation with your agent on site (\$275) plus travel (\$55 per hour) to your location. Or booking a Virtual/Remote Saddle-fitting (\$99). Saddles available for virtual Saddle-fitting, trial and test ride. Contact your County Specialist and State Agent. Mel Waller on 0417711445 mel.waller@countysaddlery.com

These fittings are not a free service as part of any County Sales agreement, nor is any follow up services/fittings and is rendered by Independent Agents for each state as part of their customer service and is not transferable outside the state in which it was sold. Travel fees apply (\$55 per 100km) For any fitting outside the local area of the Agent in addition to the consultation and standard fitting fee of \$99. Interstate Booking fees apply at \$175 prepaid and non-refundable + travel.

All bookings are confirmed only upon payment in advance of the fitting fee, plus travel if interstate, as quoted by your Agent for your area and as agreed upon between the customer and County Agent.

Any Information obtained and received at either an on site or on line fitting is for the sole purpose of and use with County Saddlery Aus. Ltd. exclusively and in confidence.

Once you have established the color, size and model you wish to purchase, contact your Agent Mel Waller for a Purchase Order Form including this Purchase and Return Policy, to be completed and signed by both Agent and yourself, which includes deposit and payment information, production and shipping times and delivery information.

Your Agent will always be happy to guide you to the best choice for yourself and your horse and we deeply value the input of those who work directly with you and your horse, such as your trainer, parents and partners. The fit of the saddle, however, is determined by the independent County Agent as a Qualified Master Saddlers Assoc. Trained Saddle fitter and County Specialist.

Deposit Required 50% for any saddle order, due at time of order. Balance is due upon completion and prior to shipment from the factory.

Cancellation Policy

Any saddle order may be canceled at no charge within three days of the date of the order. If the saddle is canceled after the saddle has been put into production a charge of \$500 will be applied for Standard saddles and \$1000 for Custom, see definitions below.

Upon receipt of Your New Saddle:

When you receive the saddle, we encourage you to girth it up, wrap the leathers (cellophane, vet wrap, tube socks, etc.) and test ride it for approx 1 week or 10 hours. This will allow the wool to settle and determine correct fit as well as give you a sufficient opportunity to test ride. If you have questions or concerns about the initial fit, please call your County Saddlery Agent on 0417711445 within five days so that we may address your concerns promptly and if required due to horse concerns that cannot be rectified by phone, make an appointment for a follow up fitting with your Agent for ASAP, when next in your area.

Definitions and Return Policies:

Return Fees

\$350 administrative/shipping/handling fee for any standard saddle, (\$1000 for Custom saddles) returned in *like new* condition. **NO returns will be honored unless concerns are reported within five days of receipt of saddle. At which time an appointment will be made to check fit as soon as practical. If a saddle is returned for reasons listed under 'Defects and Failure to Deliver' clause, the fee is reduced to \$250 for all saddles.**

Fitting Policy:

An Initial fit and test rides will be conducted, where requested, to determine saddle required. Any dissatisfaction with fit must be pointed out to the representative at the time of the fit. **IF there are concerns in respect of fit when saddle is received and shipped (see above) contact your agent immediately.** Most all fitting issues can be rectified by speaking with your agent, re saddle placement, correctly fitting girth, use of correct saddle pads and normal wool settling time. If required, a follow up final fitting can be arranged by appt, after saddle is received, with agent when agent is next in the region. Travel Fee applies.

If through no fault of the selling Agent, the horse and/or rider are not available for a follow up fit within 4 weeks of receipt of saddle and concerns were advised upon receipt of saddle within the 5 days of receipt, the client assumes responsibility of the fit and waives the guarantee of the fit by County Saddlery Inc.

Fitting adjustments are not included as part of this sale and are not the responsibility of County Saddlery, Inc. It is encouraged however, that regular checkups and saddle servicing and adjustments are booked with your County Agent to continue our commitment to service and customer satisfaction.

Your Agent will provide additional fitting services as part of normal saddle maintenance for a fee after purchase. Adjustment fees: \$150 to \$250 depending on region in Queensland. Other regions/states are individually calculated.

Fitting is guaranteed to meet customer's satisfaction at time of fitting only and where the Agent has personally fitted the saddle.

Horse Safety: Horses can, for innumerable reasons, become sore in their backs, stifles, hocks etc. and change shape for a multitude of reasons, some of which are; feed, condition, type and level of work, seasonal change, lameness or lay-up etc. When an owner/rider suspects that their saddle is causing soreness or discomfort; it is the owner's responsibility to immediately cease the use of the saddle and seek veterinary advice. Failing to do so can compound an otherwise minor problem and potentially result in long term injury. County Saddlery Inc. is not responsible for injury or soreness due to the owner's failure to immediately cease the use of their saddle if discomfort or injury is suspected nor for problems which may relate directly or indirectly to pre-existing problems.

Definitions and return Policies:

Standard Saddles

A standard saddle is one with the standard basic design associated with each model, including: leg flap length and position, color, seat sizes 16.5" -18", thigh rolls (knee rolls) and calf rolls which are typically used for the respective models, tree sizes Medium and Wide. Example of standard: 17" M Connection. Selection features relating to the rider, such as seat size, flap position, and knee rolls, is subjective. The client is fully responsible for selection of said features

Return Policy on Standard Saddles:

\$100 administrative/shipping/handling fee for any "Standard" saddle returned in LIKE NEW condition within 15 days of receipt. Concerns must be reported within 15 days of receipt of saddle

Custom Saddles:

A custom saddle is *anything other* than standard basic designs i.e.: sizes, features and colors as described above as a "standard saddle." Example of Custom: 17" M Perfection, *Short Flap*. *A Short flap is a custom feature.*

Return policy on Custom Saddles:

If for any reason other than those stated in the "Defects and Failure to Deliver" paragraph below, this custom saddle is returned, the customer will forfeit their deposit. **No returns will be honored after 5 days of receipt of saddle unless concern has been documented with your Agent and County office.** Concerns must be reported within 5 days of receipt of saddle.

Tree Changing Policy

County Saddlery, Inc. will replace or modify a tree on a new saddle, only if the fit applies to the original horse and for the following fee: Within 12 months of purchase - \$ 1,100 not including labour and shipping.

Defects or Failure to Deliver

In the event any of the following may occur, County will make its best effort to correct the problem promptly.

In all instances, County reserves the right, at its own discretion, to correct the initial fit, repair material defects or replace a saddle for any of the reasons stated. All repairs must be performed by County Saddlery, Inc. **Concerns must be reported within five days of receipt of saddle.**

Saddle is returnable for a refund (less admin fees outlined above) or exchange if any of the following apply:

- Saddle has a substantial material defect which County feels cannot be reasonably repaired.
- County fails to deliver the features which were ordered by the customer.
- The saddle does not initially fit and the horse hasn't changed and County agent is unable to correct the fit. The fit is determined by County agent not by other professionals i.e.; Therapist, Trainer, Veterinary.

Non Returnable Saddles:

Demo/Stock Saddles: Are not returnable after purchase. Please contact you County Saddlery agent or County Saddlery Aus Inc. if you have any questions about the fit. **County Demo saddles are sold "As Is" and not returnable.**

Custom Saddles: which are ordered with a feature/color or a combination of features/colors which make it more difficult to resell are not returnable for any reason other than those outlined in our Defects/Failure to Deliver clause.

Client Acknowledgement

Each line of the order and return policy has been reviewed with me and I agree that it is correct and meets with my specifications. Agreed to and accepted by:



1 /10/2023

Date

Agent Signature

Date

Client Signature

Delivery time: 12 - 18 weeks from time saddle is placed into production

Horse activities are inherently dangerous.

The manufacturers, distributors and sellers will not accept any responsibilities for injury, death, lameness or illness resulting from the use or misuse of these products.