

Warranty & Returns

Accessories Refund Policy:

If there is an issue with the items you have received and/or you have questions about your items, please contact Horse Gear Canada Ltd. directly. We will be happy to help you with any questions you have.

If you need to return an item, please contact us to obtain a return authorization number. Unauthorized returns will be refused. There is a 10% restocking fee on all returns made within 10 days of receipt of the item, and 15% on returns made within 11-30 days. Items must be in new, unused condition. Shipping and handling costs will not be refunded. There are no returns or exchanges accepted after 30 days.

Items on sale are final sale.

Sensation Ride Saddle Refund and Warranty Policy:

Your new saddle has been designed with comfort, adaptability and quality materials in mind. Each saddle is hand made with care and as such may have some slight variance from saddle to saddle.

Horse Gear Canada Ltd. will repair or replace (at our option) your saddle free of charge for a period of 12 months from date of purchase, if the saddle is defective in workmanship or materials to the degree that the saddle is unsafe, or unusable.

To obtain service under this warranty the original purchaser or representing dealer must contact Horse Gear Canada Ltd. immediately upon realization of a defect. Purchaser may be required to provide photos and details prior to return. Return of defective merchandise will need to be timely, with shipping within 5 days of obtaining a return authorization.

Shipping costs of saddle to and from Horse Gear Canada Ltd. are the responsibility of the purchaser and details of ship method shall be provided to purchaser prior to shipping. Failure to contact Horse Gear Canada Ltd. prior to shipping may result in a refused package.

Horse Gear Canada Ltd. shall not be held responsible for saddles, defective or not, that have been tampered with, altered, or misused in any way. This includes, but is not limited to: using the saddle on a horse which is not of an approved shape, usage under a rider with a weight greater than 200 pounds, usage of "free swing" stirrup outside of recommended parameters, using the saddle directly on an a horse's back or without recommended padding, removing any component in the saddle without prior advisement directly from Horse Gear Canada Ltd. or where there is visible inappropriate use of the saddle in any way.

Horse Gear Canada Ltd. advises purchasers that the nature of leather is such that it may have healed scars, brands, insect bites or color variations which give leather its distinctive character. This character of leather cannot be predicted and is in no way considered a defect in workmanship. Damage may occur to any product during shipping and passing through customs – please report any damages of this nature to us immediately.

If, for any reason, you decide that your new Sensation Ride™ Saddle is not right for you or your horse, we encourage you to contact us or your representing dealer immediately for assistance. If you purchased your saddle directly from Horse Gear Canada Ltd., you are entitled to return the saddle within 10 days of arrival for a full refund less 10% off total package price before taxes (shipping is non-refundable). A return between 11 and 30 days of arrival incurs a 15% restocking charge off total package price before taxes (shipping is non-refundable). Return shipping is the responsibility of the customer, not Sensation Ride™/Horse Gear Canada Ltd. We can send you the return shipping label and deduct the return shipping fee from your refund so you can take advantage of our shipping discounts. Return authorizations must accompany any returns. Saddles purchased through a dealer must be returned through that dealer.

Please read all literature that accompanies your saddle – If you have any questions, please contact Gerri Rini first at 1.614.638.2530. email <mailto:gerri@ridetreeless.com>.

Is your horse a suitable candidate?

Is Your Horse Suitable?

Sensation Ride Saddles are designed to fit a wide variety of horses – but no saddle can fit every horse or horse and rider combination.

Sensation Ride saddles are particularly popular for short backed, round horses.

Round back example:



round back

Backs are round, flat, and low withered – these horses are ideal candidates for treeless saddles. These horses have a spine that almost creates a channel in the back, with well sprung ribs and a well muscled topline. Horses will also obtain this body shape when they are overweight.

Medium back example:



These horses are also ideal for treeless saddle use. Wither and spinal processes are a bit more defined than with the round horse's back, but all of these backs are suitable. Some horses may have a higher wither and a rounder back, and can easily be accommodated with shims. Horses with a similar topline to these may use the Sensation with no problems, so long as the rider is well suited to the back and suitable padding is used.

Higher wither, "A" framed horses with prominent Spines:



These horses are not well suited to treeless use in general, HOWEVER – most horses with this conformation have some muscle wastage as well, from ill-fitting treed saddles that perpetuate the condition. If you are a lightweight rider and are doing mild to moderate work, the Sensation may be able to help your horse further develop his topline. We have many

riders who are riding high withered or “A” frame horses with some specialized padding with great success. If in doubt, send us some pictures!

Atrophied Back:



This horse shows a classic case of an atrophied back – You can almost see the imprint of the saddle on his back. If you follow the roundness of his rib cage, the roundness ends abruptly where the muscle has atrophied from an ill-fitting saddle. The muscles drop away from the spine, and from looking at the rest of his body, its easy to see this horse was not born with this topline. This horse could be outfitted in a Sensation with a special shimming system designed to “fill in the gaps” until his muscles begin to rebuild. As the topline develops, the rider can adjust the padding as necessary.

Rider considerations

We aim to accommodate riders of all shapes, sizes, abilities and skill.

Guidelines for rider suitability are considered on an individual basis. Some general limitations are:

- Rider weight over 200 pounds
- Rider proportionally heavy for the horse
- Rider with extreme asymmetry
- Rider does not have an independent seat - needs to hang-on.
- Short legged riders on long flapped models
- Rider requires a western horn

Your First Sensation Ride™ Saddle

Saddling for the first ride

The Sensation Ride™ saddle does require a break-in time of about 10 hours riding before the optimal seat shaping starts to occur.

When you first set the saddle on your horse, the loftiness diminishes with useage and your girth will fit better after the first ride.

Don't hesitate to really tighten up your girth (both sides) – there is a lot of “squish” in the saddle.

Once you are mounted, your girth will be loosened up with your weight compressing the materials in your saddle and saddle pad. On the first few rides, you may need to re-tighten your girth after about 10 minutes of riding.

You may also notice that on your first couple of rides your seat is snug... best not to adjust the bolsters or seat until you have ridden a few rides.

F.A.Q.

Q. What disciplines are Sensation Ride saddles best for?

A. Our customers have a wide range of disciplines and breed passions. The only riding pursuits which we feel are not suitable for the saddles are roping, barrel racing, vaulting and new unbalanced riders.

Q. How much do the saddles weigh?

A. The unfitted Sensation saddle weighs between 8 – 15 lbs.

Q. What sizes do the Sensation saddles come in?

A. The Sensation Ride™ is available in Western sizes 14" -16.5" and English sizes 16" – 18". Bolsters can help adjust the size and feel of the saddle.

Q. Is there a break-in period?

A. Yes, the Sensation does require a break-in time of about 10 hours riding before the optimal feeling and contouring occurs.

Q. How durable are the saddles?

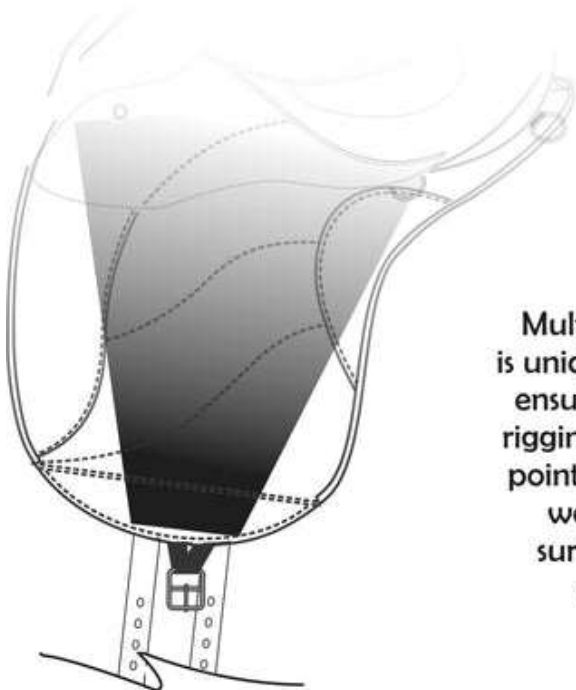
A. The Sensation saddles are very durable as long as they are cared for properly. It is important to regularly clean and condition the leather on your saddle. As with any extra flexible saddle, there is greater wear and tear on the components. Symmetry when riding, mounting and storing will have a beneficial effect of your saddle, as well as you and your horse! (mount and dismount equally both sides)

Q. How adjustable are the saddles? Can I use it on different horses and with different riders?

A. As the Sensation saddle is very flexible, it easily transfers from one horse to another and the horses are [suitable candidates for treeless saddles](#). It can easily be changed to fit a variety of riders through stirrup leather length and bolsters under the seat of the saddle.

Q. How is the Sensation saddle different from the other treeless saddles?

A. The Sensation has no hard or semi-rigid components, is manufactured in Canada (we are the only one!) has replaceable components and has a unique multi-point weight distribution system. We achieve great weight distribution and performance without additional rigidity.



MPD:

Multi-point distribution is unique to Sensation Ride ensuring that the saddle rigging and stirrup weight points distribute the rider weight over a large surface area - during all movements.

Q. Is there a particular way to ride which maximizes weight distribution and horse comfort?

A. The stirrup leather attachments are designed in such a way that shares the rider's weight along the complete length of the saddle. For this reason, ride dynamically, sharing your weight between your feet and your seat. It is best to not just "sit" in one location and float your feet. Use your stirrups confidently.

Q. What disciplines have the Sensation saddles been used for?

A. We have clients using them for training young horses, endurance riding, gaited horses, back country riding, dressage, disability therapy, jumping and even Fox Hunting! The Sensation saddles are versatile and can be used for many different disciplines. The only riding pursuits which we feel are not suitable for the saddles are roping, barrel racing, vaulting and new unbalanced riders.

Q. Is there a weight restriction for the Sensations?

A. We recommend the saddle for people under 200 lbs as a general guideline. Many factors are to be considered, such as horse/rider weight ratio, riding discipline etc. and in some cases riders over 200lb can use the Sensation saddle very successfully.

Q. Can I mount from the ground on to the Sensation?

A. Most riders once they become accustomed to the Sensation have no problem with mounting from the ground. We always recommend mounting from a block and from both sides of the horse – for your horse's chiropractic health and your own. See our [mounting video](#) for help.

Q. Is there a specific saddle pad that should be used with the Sensation?

A. No specific brand, however [adequate padding for a treeless saddle](#) and your riding discipline/horse's requirements should be considered.

Q. Is there a specific girth that should be used with Sensation saddles?

A. A standard double ended stretch dressage girth will work, however we recommend using a self-centering type girth – to reduce billet wear and keep the saddle aligned to your horse's conformation. Sensation Ride™ saddles perform best when girthed tightly.

Q. Can I use my own breastplate, fleece cover and crupper with the saddle?

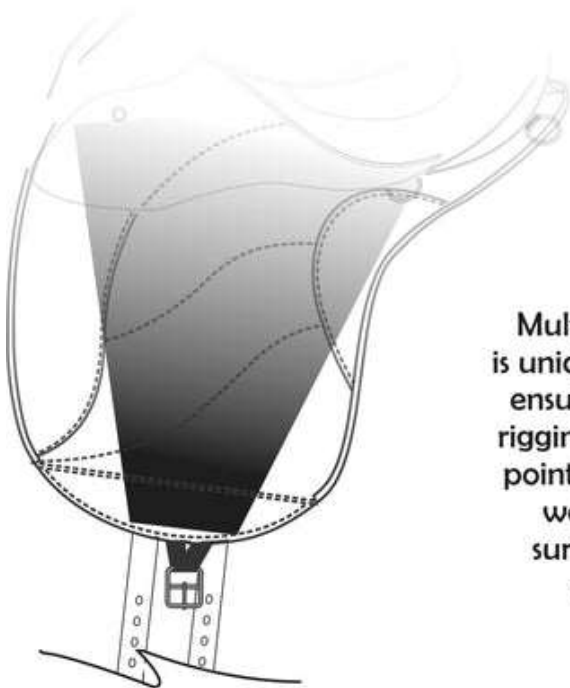
A. The Sensation Ride™ saddles mate with most commonly available accessories.

Q. Can I put saddle bags onto the Sensation?

A. There are 7 rings on the Sensation Ride trail models. These are firmly affixed to the saddle and can take a load of up to 50lbs / 22.6kg. Additional rings may be added for an additional fee.

Q. Will the stirrup leather pressure be centralized as it is with many rigid-free saddles?

A. If the stirrup leather attachment is used as intended, as provided with each new saddle, the Sensation Ride™ saddles distribute weight better than most treeless saddles and better than any ill-fitting treed saddle. We use a multi-point attachment (MPA) system to maximize weight distribution over the entire saddle. If you employ our unique multi-point stirrup attachment, you benefit from the best of both worlds... close contact flex & weight distribution.



MPD:
Multi-point distribution is unique to Sensation Ride ensuring that the saddle rigging and stirrup weight points distribute the rider weight over a large surface area - during all movements.

Q. Does the Sensation saddle provide spine and wither clearance?

A. When properly fitted and mated to the correct pad you will find a surprising amount of spinal clearance on your horses back. Wither clearance is present but minimal. Parameters for fitting treed saddles do not apply to treeless saddles.

Q. What sort of materials are in the saddle?

A. Material performance has been carefully considered. Chosen materials maximize breath-ability, shock absorption and durability. We are a strong believer in natural and open cell materials – obtained close to home, wherever possible. The leather used in the Sensation saddles is sourced from North America or Europe. we also use wool fabric, UV resistant polyester mono filament thread and many cushioning foams from the orthotic / medical industry.

Q. What style of rigging comes on the saddle?

A. The Sensation saddles come with three options for rigging. Standard rigging is composed of 3 rings with removable billets, Formal Dressage rigging is two sewn-in billets with a center buckle.

Q. Are any components adjustable?

A. The Sensation saddle is *THE most adjustable saddle* on the market! The stirrup placement may be adjusted front to back, the cantle may be adjusted by adding or removing stuffing, the seat can be shaped with bolsters and the rigging can be adjusted to accommodate different horses.

Q. If something on my saddle wears out, am I able to get replacement parts?

A. Replacement parts are available for the stirrup leathers, panels, seats, and knee blocks. We also offer a full repair service.

Q. How does the ordering process work?

A. To order a saddle, we like to start with the pre-order form. That can be found [here](#).

Once the pre-order form is submitted, then an estimate will be sent to you based on your selections. From there, we will work with you to adjust the estimate until it suits the needs of yourself and your horse. Once the estimate reflects a saddle that you are happy with, we can place your order in the queue!

Q. How does payment work?

A. Once you have a saddle order that you are happy with, in order to place you in the queue we require a \$1300 deposit. The remaining amount of the saddle is due just before the saddle ships to you. We do not accept full payment up front, however you can make payments along the way if you would like. All our prices are in Canadian Dollars.

Q. Can I adjust my pommel/swell or cantle?

A. Saddles with fixed cantles or swells/pommels cannot be adjusted after the saddle is made as they are fixed onto the base of the saddle and not removable. The only model that has the ability for adjustment after manufacturing is the Sensation Harmony Element (SHE).

Q. Why do you not recommend free-swinging stirrups?

A. Traditional saddles are able to spread weight evenly over the back of the horse with the help of a tree. With treeless saddles, there is no tree to spread the weight. We have developed our unique weight-distribution system that is one of the features found on all Sensation Ride™ saddles. This system allows the weight to be distributed evenly from front to back when weight is placed in the stirrups, as long as the stirrup leathers are attached to the bottom of the flap. If free-swinging stirrups are used, there is potential to cause tender areas behind the horse's wither, where the stirrup base sits. For this reason, we do not recommend using freeswing.

Caring for your Sensation Ride™ saddle

General Care

Our saddles are made primarily using oiled or dry chrome tanned leather. This tannage of leather is very durable and requires conditioning only when it starts to look dry. It is recommended to keep the leather free from dirt buildup or excessively moist environment.

The underside material of your Sensation is a 100% wool felt/fabric which cleans up well using a vacuum. If it gets wet, do not use heat to dry it out, unless you want it to shrink.

The leather on the seat and body of the saddle can be cleaned with regular leather cleaner or saddle soap, followed by a rinse and a quality conditioner applied lightly. be sure to rinse off any soap completely. We recommend Leather Amore by Bee Natural. Do not use any oil on your Sensation saddle or the billet straps. It is ideal to clean and condition your saddle weekly if you are using it heavily. Otherwise, condition when the leather appears dry or lightens in colour. Take the opportunity to check your saddle over for signs of wear or any stitching coming loose that may need repairing.

Better to catch a problem early and have it repaired than to wait for it to get worse.

Threads and webbing that show fuzz from wear and tear may be easily cleaned up using a lighter (carefully).

Store your Sensation on a shaped saddle rack or stand – in a room temperature environment. This will ensure that your Sensation remains useful for many years to come.

Yearly Check Up

Particularly after your first year of use, there are some components on the saddle that you will want to check.

Cantle : If your cantle is starting to feel less supportive, you can restuff the cantle through the opening in the front of the cantle by adding more stuffing. Make sure that you use equal amounts on either side. If you are a local customer, or if you would like this service but would prefer not to do it yourself, we are happy to restuff for you free of charge. Out-of-townners will be responsible for shipping, however.

Panels: Open up the underside of your saddle by separating the two sides at the gullet – feel the felt or foam panels. If they are feeling like they don't have a lot of "give" or rebound to them, it may be time to replace them. Typically panels need replacing every 3-5 years. We can ship you replacement panels, they are available here. You can replace them in the comfort of your own home by simply opening the gullet, removing the old ones, and inserting the new ones in.

There are helpful videos on this here

Riders who use their saddles heavily may require bi yearly replacement. Those who use the saddle for more average or casual use will have to replace less often.

Stirrup Leathers: The Multi-point attachment stirrup leathers that come with your saddle should be inspected for hole wear regularly - as with any saddle. New leathers may be purchased from us if needed.

Billet Straps: Monitor the wear of your billet straps, just as with any other saddle. Condition the billet straps lightly and frequently. If you see signs of excessive wear, ensure you have them replaced by your local saddler or Nickers Saddlery before it becomes dangerous. Removable rigging, which is our current standard makes swapping worn billets an easy task!

Our saddles have a very solid reputation for durability, if you maintain your saddle, you will get many years of comfortable, safe use!

Saddle Padding

Saddle Pad choice

Choosing a pad to compliment your saddle is very important to the performance of any saddle. For many horses, the right pad can make or break the fit of the saddle. Please take the time to determine which pad will work best for you and your horse, as there are many deciding factors.

Most Important Features of a Pad for a Sensation Ride™ Treeless Saddle:

Contoured to the Horse's spine

Padding on either side of the spine, not directly on the spine.

Open cell, breathable fabrics

At least ½" of padded support

To determine what kind of padding you need, there are several factors to consider:

1) Your discipline

2) Your weight

3) Your horse's build

The very round backed, no withered horse:

With a horse like this, almost any pad can be used but the rider may enjoy a non-slip element with these "wine barrel on legs" horses. Neoprene girth liners are also popular with this type of horse.

The atrophied shouldered/backed horse:

Shaped shims that can be added to a regular pad are the best for this type of horse. The shims can be placed in the pad, and removed as the horse begins to rebuild his muscling.

The average withered, average backed horse:

Almost any pad can be used on a horse like this, the decision between a soft or firm support will lie in the other determining factors.

Narrow back with a med-high wither:

While treeless saddles of any kind are not recommended for this type of horse, the borderline "maybe" horses with this conformation will benefit from a firm support pad, and possibly shims.

Our line of custom made Skito saddle pads offers a very breathable, shock absorbing performance and mate perfectly with our saddles.

Maximizing Performance

Maximizing the performance and weight distributing abilities of your Sensation Ride™ saddle.

The Sensation Ride™ saddles are completely tree-free with no rigid components. The supportive cantle and swell / pommel are hand stuffed to permit the saddle to conform to the rider and horse with use.

Our saddles feature a system of weight distribution known as the MPD (multi-point distribution) which employs a movable stirrup base under the rider's legs, as well as a stirrup leather attachment at the lowest point of the saddle. This lower attachment is known as the ISA (Internal stirrup attachment). This system of weight distribution is unique to our saddles and sets the Sensation Ride™ saddles apart from other tree-free saddles.

The girth rigging and the ISA are intertwined and secured from side to side on the saddle. This assembly is then unified through the stitching of the saddle, creating a consolidated tension along the length and width of the saddle from swell or pommel to the cantle.

As the rider places weight in the stirrups of the Sensation Ride™ saddle, their load is borne over the maximum surface area of the saddle. When the stirrups or the ISA are not used to help bear the rider's weight while riding, the saddle is not able to provide the best performance - due to the rider's weight being concentrated in one location - similar to riding without a saddle.

The efficiency of our MPD system has been tested and documented.

Treeless saddles which are truly treeless (without any rigid or semi-rigid components) tend to maintain a constant contact on the horse, whereas a saddle with a rigid or semi-rigid tree or tree components will have periods of intermittent contact as the horse bends and flexes. The constant, pliable contact is stabilizing and beneficial for muscle development but also tends to trap heat on the horse's back.

Heat and moisture dissipation, along with dynamic weight distribution & freedom of movement are keys to keeping the horse's back healthy and happy. Accordingly; dynamic weight distribution is also an excellent way for the riders to remain strong, balanced and in tune with the horse.

When conditions are not optimal for the horse, you may see white hair "roaning" which is a factor of heat, moisture and steady contact causing follicular damage to the hair. Sweat patterns are a very inaccurate method of determining saddle fit, but persistent dry areas indicate that air flow needs to improve and contact needs to be less constant. In Most cases a change in cushioning materials on saddle pad or fabric on the bottom of pad will effect a change.

Solid white patches of hair showing on the horse are normally only present when a solid tree is causing unrelenting, extreme pressure resulting in substantial damage to the hair follicles and underlying tissues. This issue is much more concerning than white hair roaning.

It is not uncommon for the appearance of white hairs to be delayed. Sometimes, they will not show until shed-out begins. If you are transitioning from an ill-fitting saddle to treeless and white hairs appear after a few months, this does not always indicate improper fit from the treeless saddle. These hairs could be a result of the previous saddle with improper fit and a delayed response.

The following guideline will help to maximize your saddles performance.

This guideline applies to all saddles, but especially the Sensation Ride™ treeless saddle.

Best performance and longevity:

- Use stirrups to help share rider load - ride dynamically
- Keep saddle pad clean

- Use a mounting block to mount
- Mount on both sides of horse - for your horse's and your chiropractic health
- Saddle pad materials should have air pass through easily
- Saddle and pad contours should match horse contours
- Condition saddle leather only when needed
- Ensure saddle permits comfort for rider and allows correct alignment
- Aligning stirrup leather for a balanced riding "feel"
- If riding long distances, keeping an additional pad on hand for moisture control
- Maintain your saddle with new panels/pad foams and re-stuffing as required
- Keep your saddle on a shaped stand in a balanced position
- Lift seat topper and inspect cantle and stirrup base for balance and soundness every season. (at least)

Negative impact on performance and longevity:

- Sitting in one spot and bearing rider weight only on buttocks
- Allowing saddle pad to become encrusted with salt/sweat/dirt
- Mounting from the ground consistently.
- Only mounting on one side.
- Using saddle pad materials block air flow
- Saddle or saddle pad being too flat or too curved to match horse - causing pressure on spine.
- Over conditioning leather to a point where it gets stretchy or greasy.
- Having to reach too far for stirrup leathers or having too small or large of seat
- Setting your stirrup leathers to conform to other's suggestions
- Using a saddle pad until it wears out
- Allowing saddle or pad to "pack down", affecting your horse's comfort
- Buying second hand without knowing the background of the saddle fully
- Storing saddle crookedly, on a narrow rack or stored "open" and flat
- Allowing cantle to become "squished" or stirrup base to move off-center