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## English Saddle Repairs & Shipping Information Sheet

Please contact us by phone, e-mail or on our contact form on our website before you send a repair. When you contact us we can provide a prompt time frame of when your repair will be finished, estimated costs and answer any questions you may have. Any repairs sent to us without notice and/or a completed Repair Form cannot be guaranteed to be performed in a timely manner and a service charge may apply. Please contact us ahead of time to arrange a time to hand deliver saddle as our workshop at our house is not always opened.

A Price List can be found on our website, but it is best to contact us to confirm the estimated repair price as it can vary based on the condition and type of repair being performed.

Here is a link to our shipping instructions page <http://www.siegelsaddlery.com/shipping.html>

On this page you will find the Repair Form. **This form must be completely filled out and included with the saddle.** When you're ready to send in the saddle please let us know beforehand so we can schedule the repair and plan for its arrival. Sending us the tracking information is helpful.

### **Box**

Use a cardboard shipping box. You can find boxes at most office/home building supply stores. The box should be around 16x16x26 to 18x18x26. Make sure the box is in good condition and has no damage

### **Packing Materials**

Use crumpled up clean newsprint packing paper or bubble wrap. Please do not pack your saddle in peanut or any styrofoam. Place some packing material in the bottom of the box, place the saddle in a plastic bag, put the saddle in the box and then fill around the saddle with packing materials.

### **Shipping Carrier**

Use UPS or FEDEX

Don't use USPS (USPS will not deliver large boxes to this address)

(Insurance is recommended. Siegel Saddlery will not be held liable if insurance is not used and package gets lost or damaged in transit.)

### **Send the saddle to:**

Siegel Saddlery  
28 Prospect Hill Road  
Royalston, MA 01368

### **What to include/not to include**

1. Include your saddle and/or other tack item being repaired
2. Do not include saddle covers, stirrup leathers or any other accessories that are not getting repaired
3. Siegel Saddlery Repair Form

*Thank you! Please contact us with any questions you may have.*