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English Saddle Repairs & Shipping Information Sheet

Please contact us by phone, e-mail or on our contact form before you send a repair or drop a repair off at our workshop. When you contact us we can provide you 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 complete Repair Form cannot be guaranteed to be performed in a timely manner and a service charge may apply. Thank you!

Boxing your Saddle:

Use a cardboard shipping box. You can find boxes at most home hardware/moving/office supply stores. The box should be around 16x16x26 to 18x18x24. Make sure the box is in good condition and has no damage.

What to include & not to include:

1. Include your saddle or approved tack items being repaired
2. Do not include saddle covers, stirrup leather or any other accessories that are not getting repaired
3. Completed Siegel Saddlery Repair Form. Payment information can be sent when repair is done and ready to ship back.

Packing Materials:

Use crumpled up packing paper/newspaper or bubble wrap. *Please do not pack your saddle in peanuts 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. Place Repair Form in the box. Make sure the box is taped shut tightly to prevent opening in transit.

Carrier:

Use UPS or FEDEX

*For savings on shipping you can box and package the saddle yourself, create a label at home at UPS.com and drop off at a verified UPS drop-off location. Be aware if you go to a UPS Store or other 3rd party shipping store you will pay additional service fee's for them to package and ship.

Don't use USPS (rural service unreliable and will be left at unsecured mailbox at end of road)

Please Note! *Insurance is recommended on the amount you value the saddle or tack item at as it is possible boxes can become damaged or lost in transit.*

Siegel Saddlery is not responsible for any packages lost or damaged by shipping carrier.

Where to send your saddle:

Siegel Saddlery
28 Prospect Hill Road
Royalston, MA 01368

Dropping off repairs at workshop(located at our home):

Must be scheduled and please contact us for an address and directions.

Repairs can be dropped off on Mondays only.

Repair pick-ups can be performed on Mondays only or can be shipped back to you.

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

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