

Booking terms and conditions - Devon Saddle fitters

All consultation and travel fees are due when booking the appointment. Payment is accepted via Credit/Debit card or BACS. Payment secures your booking.

Any additional purchases including saddles, accessories or flocking adjustments must be paid for in full at the time of the appointment. Payment is accepted via Cash, Credit/Debit card or BACS.

Appointments can be cancelled up to 48 hours in advance of your appointment for a full refund. Any cancellations within 48 hours will be charged at full price, unless the appointment can be filled or if the appointment is rescheduled, then there will only be a 50% charge. If the appointment is rescheduled for the second time within 48 hours, then this will be charged at the full rate.

The horse's rider(s) must be available for the consultation - please also ensure that there is a suitable place for ridden assessment (contact me for more information).

If the horse is deemed to be lame or ill during the consultation, Devon Saddle Fitters reserves the right to terminate the consultation and will advise the owner to seek appropriate veterinary care for the horse. (These appointments will still be charged in full as per the cancellation policy).

If your saddle does not pass the safety check during the assessment, then Devon Saddle Fitters reserve the right to refuse to fit your saddle.

Horse riding is a high-risk sport which is undertaken at your own risk. Devon saddle fitters cannot be held responsible for any accident or injury whatsoever during or after the saddle fitting consultation.

When purchasing a saddle from Devon Saddle Fitters, the saddle must be paid for in full on the day of the consultation. There is a 14 day trial period so that you can try the saddle in a variety of riding activities, so that you are totally happy with your purchase. If you are not happy with the saddle, it must be returned to Devon Saddle Fitters within the 14 day trial period in the same condition for a full refund. Please email us in the first instance to arrange this. If the saddle is not in the same condition or if it is outside the 14 day trial window, then Devon Saddle Fitters reserves the right to refuse to refund the price of the saddle.

Saddles are fitted to individual horse and rider combinations, which means that saddles should not be used on other horses and are only to be used with the numnah/girth combination recommended by Devon Saddle Fitters. Using a different type/shape etc of numnah/half pad will alter the fit of the saddle.

If the templates provided by Devon Saddle Fitters are used by any other fitter/saddle manufacturer etc, Devon Saddle Fitters are not responsible for fitting of the resultant saddle and cannot take any responsibility for the interpretation of templates.

Devon Saddle Fitters make every effort to ensure your saddle is the best fit possible on the day of fitting. Please remember that horses do change shape with age, work and season so we recommend saddles are checked for their fit regularly depending on the level of use. Please contact us via in the first instance if you have any issues.