



Precision Saddlery offers a FULL 5 day trial period (Sunday is not included in the calculation) on saddles sold in the lower 48 states of the continental U.S. The 5 day trial begins at 8:00 a.m. the day after arrival or delivery, and ends at 5:00 on the 5<sup>th</sup> day after arrival. You must provide tracking information to us on the 6<sup>th</sup> day after arrival if you choose to return the saddle or the sale is considered and agreed to be final. If the 5<sup>th</sup> days falls on a Sunday, then return must be made on Monday morning. (Trial extensions and saddle rentals are available upon request for an additional fee.)

Shipping fees for the delivery and return are the responsibility of the purchaser. Insurance for shipping is optional, however the purchaser is responsible for the saddle if it is damaged in any way or lost, which includes during shipping, so we strongly recommend insuring your saddle for the full retail price for returns.

Inspect the saddle immediately upon arrival. **Retain the shipping box and packaging materials** to be used if you choose to return the saddle. All returns must be shipped in the packaging in which it arrived.

We do not charge a "restock fee" on saddles that are returned, but there is a \$50 cleaning and sanitation fee for all returned saddles which will be deducted from your deposit.

**Now that the housekeeping details are out of the way, let's talk about what you CAN do with your new saddle:**

1. Please feel free to ride in the saddle. We want you to experience the saddle to ensure that it meets your needs. We encourage you to take a riding lesson in the saddle so that your trainer can assist you with the evaluation. Please do not allow others to use your saddle while it is on trial as you are responsible for any damages.
2. You do not have to wrap your leathers, and we would prefer that you don't. Vetwrap and other materials can scratch or damage the leather. Please use good quality leathers to avoid damage to the saddle. If you need a good set of leathers, we can ship those with your order.
3. Use a girth with stainless steel roller buckles during your trial. We will have to charge a damage fee if the billets are damaged by rusty girth buckles.
4. Call us if you have any questions or concerns about your saddle, or the fit of your saddle. We have a fully trained and certified saddle fitter available for an online or a video conference saddle fitting consultation. We also can provide you with the contact information for a fitter in your area, or other online service providers to assist you.
5. Reasonable wear is expected during the trial period. There is a good chance that the saddle you receive will have signs of being tried prior to your purchase. This does not mean that the saddle is used. We extend the same trial courtesy to everyone to make sure that you are satisfied with your purchase.

6. Please notify us if inclement weather or illness interrupts your trial. We can extend the trial, or you can extend the trial for any reason for an additional \$10.00 per day. We also rent saddles monthly if you need more time to decide.

If you chose to finalize your purchase, simply notify us that you would like to keep your new saddle. We will process your payment and send you any necessary records. We accept all major Credit Cards, Paypal, Venmo, wire transfers, and of course, cash. We do not accept checks.

### **Saddle Returns**

To return your saddle, you **MUST** notify us to get a return authorization number on or before the 5<sup>th</sup> day of your trial so we can be prepared for your returned saddle.

If you chose to **return your saddle**, please call us at: 941-812-9709 to receive your return authorization code. The saddle must have the cover on it, and the cantle and pommel protected with a soft shipping material, such as foam, or packing paper. **Do not use popcorn or Styrofoam chips.**

**It is your responsibility to ensure that the saddle is packaged correctly even if you utilize a professional packing and shipping service.**

### **Refunds**

As soon as your return saddle arrives at our facility, we will inspect it and email you a receipt along with the confirmation of refund to your credit card, or payment account. Please be aware that some financial institutions take several days to credit your account. We will do everything we can on our end to make sure that we process your refund expeditiously.

***We are very appreciative for your business. Please let us know if there is anything that we can do to make it a pleasurable experience.***

#### **Quick Recap for those of you that prefer a quick list.**

- **5 Day Trial (Extensions available for a fee.)**
- **No Restock Fee, but \$50 Cleaning and Sanitation charge upon return.**
- **Ride in your saddle, but use quality leathers and girths to avoid damage. Normal wear is acceptable.**
- **All damages and losses are purchaser's responsibility, even during return shipping.**
- **Enjoy your new saddle, or return it if it isn't perfect for your needs. You must call for Return Authorization, 941-812-9709.**
- **For the love of ponies, don't use Styrofoam popcorn when you send it back**

***This page should have all of the information for the saddle trial log.***