

## Saddle Purchase & Return Policy

**Note: Failure to read this information is NO excuse to waive fees.**

### Consignment Saddles

Saddles come with a 7 day grace period once the saddle is received to make sure the saddle will work. If the used saddle does not fit, it may be returned for a full refund. Shipping charges and insurance to return the saddle are the responsibility of the customer and the saddle must be returned in the same condition that it was shipped. Once again, we encourage you to try the saddle to ensure it will fit both horse and rider. Please use extra care to keep the saddle in the same condition in which it arrived, without additional scratches, dirt, horse hair, or horse sweat. An additional fee will be charged to cover any damage or cleaning costs. Feel free to call us if you have questions regarding used saddles, our return policy, or any other questions.

If you like the way it fits your horse, you can sit and gently ride in the saddle in a controlled area. Do not go on a trail ride. Protect the stirrup leathers with a tube sock, halter fleece covers, or other material to avoid marks and rubs on the saddle. Wear soft pants or breeches. Half chaps, full chaps, tall boots, jeans with seams, bling, and pockets will scratch and leave marks on the saddle.

Please contact customer service at [info@horseandkennel.com](mailto:info@horseandkennel.com) or call us at 904-354-7634 during your 7 day trial if you feel you may need to return your saddle and we will provide you with a Return Merchandise Authorization number along with return instructions. Return requests must be made no later than 7 days from the delivery date. Returns must be shipped back within 3 days of the issuance of the RMA number. Mark the issued RMA # on the outside of the package or include it inside along with the item(s) that were approved for return. When shipping a return, you are strongly advised to insure your shipment and obtain a tracking number. Horse & Kennel Warehouse will not provide a refund if your package is not received.

#### **Returned Saddles MUST include the following:**

- 1.) ALL original tack that came with saddle including back billets, latigo, stirrups, breast-collar etc
- 2.) The saddle.
- 3.) A NOTE with your;

- First & Last Name
- Valid Phone number
- Email address
- Physical shipping address
- Detailed description of why you are returning.
- Date of purchase/copy of the receipt

### New Saddles

Saddles come with a 7 day grace period once the saddle is received to make sure the saddle will work. **Don't ride the saddle – not even just a few laps around the arena!** The new saddle MUST be returned in new condition. If the new saddle has been ridden or has visible wear and can not be sold as new, there will be a 20% restocking fee. If the saddle does not fit, it may be returned for a full refund. Shipping charges and insurance to return the saddle are the responsibility of the customer and the saddle must be returned in the same condition that it was shipped. Once again, we encourage you to try the saddle to ensure it will fit both horse and rider. Please use extra care to keep the saddle in the same condition in which it arrived, without additional scratches, dirt, horse hair, or horse sweat. An additional fee will be charged to cover any damage or cleaning costs. Feel free to call us if you have questions regarding used saddles, our return policy, or any other questions.

Please contact customer service at [info@horseandkennel.com](mailto:info@horseandkennel.com) or call us at 904-354-7634 during your 7 day trial if you feel you may need to return your saddle and we will provide you with a Return Merchandise Authorization number along with return instructions. Return requests must be made no later than 7 days from the delivery date. Returns must be shipped back

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**Returned Saddles MUST include the following:**

- 1.) ALL original tack that came with saddle including back billets, latigo, stirrups, breast-collar etc
- 2.) The saddle including Saddle Tag Card (if in-stock saddle)
- 3.) A NOTE enclosed with your;

- First & Last Name
- Valid Phone number
- Email address
- Physical shipping address
- Detailed description of why you are returning.
- Date of purchase/copy of the receipt