

County saddles are painstakingly handmade: one man, one saddle, using the world's finest materials. Our traditional methods are more expensive, require a higher degree of craftsmanship, and take longer than assembly-line production techniques using foam panels and plastic trees. Under normal circumstances a saddle may take between 10 and 12 weeks to complete; however, the results for both the horse and rider, are clearly worth it. When you ask specific questions or read the small print in saddlery manufacturers' cancellation and return policies, we think you will agree that County Saddlery also has the most reasonable and unambiguous policy in the industry.

Deposit Required: \$1000.00 for any saddle order, due at time of order. See below for return policies. Balance due upon shipment from the factory.

Cancellation Policy

Any saddle order may be cancelled at no charge within three days of the date of the order. If the saddle order is cancelled after it has been put into production by the factory, a charge of \$500.00 will be applied.

Upon Receipt of Your New Saddle:

When you receive the saddle, we encourage you to girth it up, wrap the leathers (cellophane, vet wrap, tube socks, etc.) and test ride it. This will allow the wool to settle and determine correct fit as well as give you a sufficient opportunity to test ride. Call your representative to make an appointment within 5 days of receipt.

Definitions and Return Policies:

Standard Saddles

A standard saddle is one with the standard basic design associated with each model, including: leg flap length and position, color, seat sizes 16.5" -18", thigh rolls (knee rolls) and calf rolls which are typically used for the respective models, tree sizes Narrow, Medium and Wide. Example of standard: 17" M Competitor. Seat size, flap position, and knee rolls are subjective, and client is fully responsible for selection of said features.

Return policy on Standard Saddles:

\$100 administrative/shipping/handling fee for any standard saddle returned in *like new* condition within 30 days of receipt. Concerns must be reported within 15 days of receipt of saddle

Custom Saddles

A custom saddle is *anything other* than standard basic designs i.e.: sizes, features and colors as described above as a "standard saddle." Agents, see pricing chart for exceptions. Example of Custom: 17" M Competitor, Long Flap.

Return policy on Custom Saddles

A deposit of \$1000.00 will be collected when the order for a custom saddle is placed. If for any reason other than those stated in the "Defects and Failure to Deliver" paragraph, this custom saddle is returned, the customer will forfeit the deposit. No returns will be honored after 15 days of receipt of saddle unless concern has been documented with agent or county office. Concerns must be reported within 10 days of receipt of saddle.

Fitting Policy:

An initial fitting of the saddle must be scheduled with your agent within 5 days of receipt of your new saddle. Fitting is guaranteed to meet customers satisfaction at time of initial fitting only. Any dissatisfaction with initial fit must be pointed out to the representative at the time of the initial fit. Horses change shape for a multitude of reasons, some of which are; feed, condition, type and level of work, seasonal change, lameness or lay-up etc. Fitting adjustments after the initial fitting are not included as part of this sale and are not the responsibility of County Saddlery, Inc. Most County independent contractors provide additional fitting services for a fee after purchase.

Tree Changing Policy

County Saddlery, Inc. will replace a tree on a new saddle, only if the fit applies to the original horse and for the following fee:

Within 6 months of purchase - \$500.00
Within 12 months of purchase - \$750.00

Defects or Failure to Deliver

In the event any of the following may occur, County will make its best effort to correct the problem promptly.

In all instances, County reserves the right, at its own discretion, to correct the initial fit, repair material defects or replace a saddle for any of the reasons stated. All repairs must be performed by County Saddlery, Inc. Concerns must be reported within fifteen days of receipt of saddle.

Saddle is returnable for a full refund minus administrative fee or exchange if any of the following apply:

- Saddle has a substantial material defect which County feels can not be reasonably repaired.
- County fails to deliver the features which were ordered by the customer.
- The saddle does not initially fit and the horse hasn't changed and County is unable to correct the fit.

This does not apply to Demo/Trial saddles.

Non Returnable Saddles:

Demo/Stock Saddles: May be tried for five days before purchase but are not returnable after purchase. Please contact your County Saddlery agent or County Saddlery, Inc. if you have any questions about the fit. **Demo saddles are sold "As Is" and are not returnable.**

Non-Standard Saddles which are ordered with a feature or a combination of features which make it more difficult to resell.

Client Acknowledgement

Each line of the order and return policy has been reviewed with me and I agree that it is correct and meets with my specifications. Agreed to and accepted by:

Client Signature

Date

Agent Signature

Date