

Saddlery Warehouse Saddle trial agreement

The Saddlery Warehouse is committed to best practice for saddle fitting to ensure maximum rider pleasure and maximum performance from your equine friend.

We encourage you to contact us for a trial saddle for the new Kieffer Essential range on the terms below and also ask about the Equiscan fitting program we offer. Equiscan is a world leading technology to ensure the best possible fit of your new saddle and provides a premium ongoing measurement record so that adjustments can be made to maintain fit and performance to suit your animals changing condition.

Saddle trial Terms and Conditions – Kieffer

- 1. Maintenance.** The customer is responsible for maintaining the saddle in as new condition during the 3 day trial period and must return the saddle in as new condition to us. A saddlecloth must be used for every trial ride. If the saddle is damaged then the customer will be charged for the cost of the repair. A holding fee may be deducted from the credit card while the cost is established. After use, all girths and stirrups must be removed and cleaning must be with approved product only. Please discuss with your Saddlery Warehouse consultant. Reasonable wear during the trial period is accepted. If the saddle has marks from previous use a photo can be attached to this agreement to recognise any damage.
- 2. Trail period.** The trial period is for 3 days from receipt of the saddle during which period the Customer must advise if they are keeping the saddle or returning it. If the saddle is not returned within the 3 day period, to which there are no exceptions unless agreed in writing by both parties, the saddle will be charged to the credit card details at the bottom of this form. There is no credit card levy.
- 3. Saddle fitting.** We recommend using the Saddlery Warehouse saddle fitting system – Equiscan and that you coordinate this with your local store to optimise the trial period. If using another saddle fitter, we suggest you coordinate their availability with your trial period. No adjustments (excluding gullet replacement) can be made during the trial period and the saddle must be returned in original condition. No fees are charged for the trial period and we hope you have a successful trail culminating in the purchase of your dream saddle from the stunning new Kieffer range.
- 4. Saddle return.** If the saddle is marked on the flaps or there are obvious scratches or dents on the leather then a minimum 10% charge of the value of the saddle will apply so we encourage you to take every care while enjoying the opportunity a trial affords you.
- 5. Satisfaction.** It is accepted that you confirm the saddle is a suitable fit or can be adjusted to fit when agreeing to the charge to your card. With the Equiscan system, you can always arrange another fitting as your original fitting will be on record so we can provide accurate measurements of the changing condition of your horse.

Equiscan provides a valuable and unique ongoing horse, saddle and rider optimal performance and pleasure support system in this most important and often overlooked aspect of a long term saddle purchase.

We wish you many years of enjoyable riding in your new Kieffer saddle.

The customer by signing these terms and providing the credit card details below agrees and accepts to abide by all the terms of this agreement.

Credit Card details.

Name _____

Card number _____

Expiry date _____

CSV Code _____

Address _____

Phone _____

Email _____

The Saddlery Warehouse confirms that the above details will not be used for any other purpose than the saddle trial.

Customer signature _____

Saddlery Warehouse Branch _____