

Terms & Conditions

Availability of items:

All of the saddles on our site are 'one offs' or individual items and we cannot guarantee continued availability. You may wish to contact us prior to ordering to check the actual availability of an item.

If an item is ordered and then found to be unavailable, we will contact the customer to discuss possible alternatives. At this point, the customer can request to cancel the order. All monies paid at this point will be refunded.

Please note that timescales for delivery and delivery charges will vary depending on the availability of the goods and your address.

Any item or service can be withdrawn at any point.

All saddles available on thinforssaddlery.co.uk can be included subject to availability (specific saddle numbers must be specified by customer prior to appointment) as part of a pre booked saddle fitting appointment made with Thinford Saddlery.

Please note that as all saddles listed are 'one off saddles' and are therefore priced individually. Should an appointment be requested with Thinford Saddlery to check the fit of a saddle and at the appointment the saddle is deemed not suitable – the call out charge will still apply in full.

Delivery of the Goods

Various courier options are used for delivery of our saddles. Whilst we will also aim to deliver items within the time period specified, sometimes due to reasons outside of our control this is not possible.

Please note that timescales for delivery and delivery charges will vary depending on the required delivery address.

All saddles must be signed for on delivery. A failed delivery attempt will result in a delay and any charges made by the delivery company will be passed on to the addressee.

Any delayed deliveries caused by someone not being available at the provided address to sign and receive the saddle will reduce the amount of time allowed for the trial of the saddle.

Deliveries delayed due to customer not being available at requested delivery address or requesting a postponed delivery from the courier will not extend Trial period and a failed delivery attempt charge will be made of full postal cost.

Failed delivery charges will apply at rate of full postal charge after the first attempt made to the customer address.

Delivery times do not include Saturdays or Sundays. Items ordered on a Thursday will be delivered on the following Monday.

We will contact you with an estimated delivery date if we believe delivery may be delayed beyond normal delivery times.

Any specific country taxation charges that may be due prior to delivery of the saddle are the responsibility of the customer and not Thinford Saddlery. If an item is returned to us due to none payment of these taxes all charges will apply including postage, trial fee (if applicable), any return postage fee charged by courier and any fines incurred if applicable.

Cancellation of orders

Please contact us immediately via email info@thinfordsaddlery.com or via telephone 01388 814391 if you wish to cancel your order. If the item has not yet been dispatched and we are

able to cancel the courier without full charge, all amounts paid will be refunded minus a £10.00 admin fee.

If the saddle has already been dispatched or a courier booked for pick up, the order cannot be cancelled.

Return of Goods – (where Trial process applies) NB this process does not apply to saddles sold without the inclusion of a Trial process)

Once you receive the saddle you then have 3 full days to trial the saddle. This includes any weekends and Bank Holidays within the trial period.

Day 1 Original planned day of delivery
Day 2 1st Day of Saddle Trial
Day 3 2nd Day of Saddle Trial
Day 4 3rd Day of Saddle Trial
Day 5 Saddle must be sent back today (if being returned)

Day 6

In post

Day 7

Saddle must be received back today

- During the trial period and until the saddle is returned and signed for by Thinford Saddlery the saddle is your responsibility.
- You must let us know by email to info@thinfordsaddlery.com by 5pm on day 3 of the trial if you intend to return the saddle.
- We must receive the saddle back by day 7 from customer receipt of the saddle. After day 7 it is non-returnable.
- Deliveries delayed due to customer not being available at requested delivery address or requesting a postponed delivery from the courier will not extend Trial period and a failed delivery attempt charge will be made of full postal cost.
- Package the saddle carefully in the original box it was sent out in and return it to us: **Thinford Saddlery, Thinford, Durham, DH6 5JZ.**
- Return postage is at your own cost. (You must ensure an appropriate service is used, including insurance to cover the value of the saddle price and signed for)
- Once the saddle has been returned and checked, you will be refunded less outgoing postage and the applicable charge for the saddle trial fee. Please allow up to 7 days for the refund to be processed.
- The saddle must be returned to Thinford Saddlery in the same condition it was despatched to you. Any excessive wear and tear will be charged for and deducted from the amount refunded.

Please note:

- Any excessive wear and tear will be charged for.
- Any damage to the saddle will be charged for or may make the saddle non-returnable.
- Any saddles returned in a dirty condition will be charged a £30.00 cleaning fee.
- Any saddle which has been cleaned using anything other than a damp cloth or has had any balm or leather feeding product cannot be returned.
- Second hand saddles have of course been used and the flocking may require adjustment to fit your own horse and may have taken on the shape of the previous horse it was used on.
- Any faults or issues with the saddle must be highlighted during the trial period.
- Any saddles which are not eligible for a trial period i.e. brand-new saddles, must have any faults reported by email within 7 days of receipt and be returned within 14 days. They must be returned in an unused condition. Please note fitting or suitability issues will not be accepted as a reason for return for new saddles.

- Return postage is at your cost. (You must ensure an appropriate service is used, including insurance to cover the value of the saddle price and signed for)
- A saddle trial fee is charged on any returned saddles. This does vary depending on the category of the saddle, so remember this before buying the saddle.

Saddle Trial Fees

Second Hand Saddle – £10.00

Ex Demo Saddle – £20.00

Nearly New Saddle – £20.00

Brand New Saddle – Not applicable as Trial not available

Returns Process – Brand New Saddles Only (Trial Process does not apply)

- New saddles, selected other saddles and items are sold without the offer of a trial and have a **different returns process**.
- You must let us know by email to info@thinfordsaddlery.com by 5pm on day 5 if you intend to return the new saddle.
- Any saddles which are not eligible for a trial period i.e. New Saddles, must have any faults reported by email within 3 days of receipt of the saddle and the saddle must be returned within 14 days.
- The saddle must be returned to Thinford Saddlery in the same condition it was despatched to you. Any indication that the saddle has been used will deem the saddle non-returnable.
- We must receive the saddle back by day 14, after this point it cannot be returned.
- Package the saddle carefully in the original box it was sent out in and return it to us: **Thinford Saddlery, Thinford, Durham, DH6 5JZ.**
- Return postage is at your own cost. (You must ensure an appropriate service is used, including insurance to cover the value of the saddle price and signed for)
- Once the saddle has been returned and checked, you will be refunded less outgoing postage. Please allow up to 7 days for the refund to be processed.

Any postage charged for delivery will not be refunded, and return postage, together with appropriate postage insurance must be paid for by the customer, this will not be refunded.

The item remains the responsibility of the customer until signed for as received by Thinford Saddlery.

If the goods are faulty

Any faults or issues with the saddle must be highlighted during the trial period of the saddle.

Any saddles which are not eligible for a trial period i.e. new saddles, must have any faults reported by email within 7 days of receipt and be returned within 14 days. They must be returned in an unused condition. Please note fitting or suitability issues will not be accepted as a reason for return for new saddles.

As a consumer, you have legal rights in relation to Goods that are faulty or not as described. Advice about your legal rights is available from your local Citizens' Advice Bureau or Trading Standards office. Nothing in these Terms will affect those legal rights.

If the Goods are second hand, they may have already been used and may be of lesser quality than brand new or made-to-measure Goods.

Price & Payment of Goods

The price of the Goods and/or Services will be set out on our website. Our prices are subject to change at any time.

These prices include VAT at the current rate.

The prices of the Goods exclude delivery costs, which will be added to the total amount due.

It is always possible that, despite our best efforts, some of the Goods we sell may be incorrectly priced. This would be checked as part of our despatch procedures so that, where the Goods' correct price is less than our stated price, we will contact you to tell you and wait for your instructions.

We do not have to provide the Goods to you at the incorrect (lower) price.

Payment must be made at the time of purchase.

Postage & Packaging

Saddles will be despatched the day after if the order is received Sunday to Thursday before 6pm.

For orders received after 6pm despatch may be delayed until the next working day.

Orders received on Friday and Saturdays will be despatched on Mondays.

Postage: Based on 2 working day service, price is per saddle.

Most UK Locations – £25.00

Channel Islands – £35.00

Northern Ireland – £35.00

Scottish Highlands & Irelands – £35.00

Other locations – please email us to check price.

Damaged or Missing Items in delivery

Please ensure that on receipt of items that they are checked fully. Any missing or damaged items must be reported by email to us within 3 working days, otherwise claims will not be considered.

Sale, Ex Demo or End of Line items

When an item is sold as a Sale, Ex Demo or End of line item it may show signs of storage or have been trialled at a saddle fitting appointment. These items may not be the most current model of the item and may have been manufactured in previous years.

All of our saddles have been checked to ensure that they are in an overall good condition. Any obvious damage is highlighted in the description or images. However, this does not extend to any internal parts of the saddles i.e. tree that cannot be checked without dismantling the saddle.

Shop Location: Thinford Saddlery, Thinford, Durham, DH6 5JZ.

How Does the Trial Process Work?

Most of our saddles are available to buy and try, even most of the nearly new ones. Only the brand new saddles are not available to trial.

- The saddle is purchased and paid for in full. Postage and Package is an extra charge and does vary depending where in the world you are.
- Once you receive the saddle you then have 3 full days to trial the saddle. This does include weekends and any Bank Holidays in the trial period.
- Use the trial period to determine if it is the right saddle for you and your horse.

Day 1

Original planned day of delivery

Day 2

1st Day of Saddle Trial

Day 3

2nd Day of Saddle Trial

Day 4

3rd Day of Saddle Trial

Day 5

Saddle must be sent back today (if being returned)

Day 6

In post

Day 7

Saddle must be received back today

- We strongly advise that as part of the trial period you arrange for a Qualified Saddle Fitter to check the suitability and fit of the saddle.
- Second hand saddles have of course been used and the flocking may require adjustment to fit your own horse and may have taken on the shape of the previous horse it was used on. Your saddler should be able to facilitate any alterations required.
- During the trial period and until the saddle is returned and signed for by Thinford Saddlery the saddle is your responsibility.
- You must let us know by email to info@thinfordsaddlery.com by 6pm on the 3rd Day of the Saddle Trial if you intend to return the saddle.
- We must receive the saddle back by day 7. After day 7 it is non-returnable.
- The saddle and cover must be returned to Thinford Saddlery in the same condition it was dispatched to you in. Any excessive wear and tear will be charged for or may deem the saddle none returnable.
- Once the saddle has been returned and checked, you will be refunded less outgoing postage and the applicable charge for the saddle trial fee. A saddle trial fee is charged on any returned saddles.
- Unfortunately, our brand new saddles and some selected other saddles are excluded from the trial process. Any signs of use of these saddles would deem them non-returnable.

Saddle Trial Fees

Second Hand Saddle

£10.00

Ex Demo Saddle/Nearly New Saddle

£20.00

New Saddle

NA

**Postage: Based on 2 working day service,
price is per saddle.**

Most UK Locations

**£25.00
Per saddle**

Channel Islands

**£35.00
Per saddle**

Northern Ireland

**£35.00
Per saddle**

Scottish Highlands & Islands

**£35.00
Per saddle**

For other locations, please contact us to check the price. Email us at info@thinfordsaddlery.com
or call on 01388 814391.

Please ensure that you read our terms and conditions plus our returns process when considering purchasing one of our saddles, please do not hesitate to contact us prior if you wish to check any of the details about a saddle or the purchase process.

We completely understand that not all saddles ordered will be perfect for every horse and rider, so we want to make sure the returns process is simple and hassle free.

Deliveries delayed due to customer not being available at requested delivery address or requesting a postponed delivery from the courier will not extend Trial period and a failed delivery attempt charge will be made of full postal cost.

Any saddles returned in a dirty condition will be charged a £30.00 cleaning fee.

Any saddle which has been cleaned using anything other than a damp cloth or has had any balm or leather feeding product cannot be returned.

Any faults or issues with the saddle must be highlighted during the trial period of the saddle.

Please always use a suitable clean saddle cloth or numnah when riding in the saddle during the trial.

To avoid the potential of damage to a saddle – never trial the saddle in the rain, avoid damage from zips on clothing and footwear, and avoid abrasive seams from riding clothing!

The saddle must be returned in the same box that it was delivered in.

Returns Process

Returns Process for Saddles on Trial: (excludes New Saddles)

- We completely understand that not all saddles ordered will be perfect for every horse and rider, so we want to make sure the returns process is simple and hassle free. Please read through the points below to ensure a speedy refund so you can start searching for the right saddle!!

- Once you receive the saddle you then have 3 full days to trial the saddle. This includes any weekends and Bank Holidays within the trial period.
- You must let us know by email to info@thinforssaddlery.com by 6pm on the 3rd day of the saddle trial if you intend to return the saddle.
- We must receive the saddle back by day 7. After day 7 it is non-returnable.
- Package the saddle carefully in the original box it was sent out in and return it to us: **Thinford Saddlery, Thinford, Durham, DH6 5JZ.**
- Return postage is at your own cost. (You must ensure an appropriate service is used, including insurance to cover the value of the saddle price and signed for)
- Once the saddle has been returned and checked, you will be refunded less outgoing postage and the applicable charge for the saddle trial fee. Please allow up to 7 days for the refund to be processed.
- The saddle must be returned to Thinford Saddlery in the same condition it was despatched to you. Any excessive wear and tear will be charged for and deducted from the amount refunded.

Please note (for trial saddles):

- Any excessive wear and tear, dirt or damage will be charged for and may make the saddle non-returnable.
- Any saddle which has been cleaned using anything other than a damp cloth or has had any balm or leather feeding product cannot be returned.
- Please always use a suitable clean saddle cloth or numnah when riding in the saddle during the trial.
- To avoid the potential of damage to a saddle – never trial the saddle in the rain, avoid damage from zips on clothing and footwear, and avoid abrasive seams from riding clothing.
- Second hand saddles have of course been used and the flocking may require adjustment to fit your own horse and may have taken on the shape of the previous horse it was used on.
- Any faults or issues with the saddle must be highlighted during the trial period of the saddle.

Returns Process – New Saddles Only

- You must let us know by email to info@thinforssaddlery.com by 6pm within 5 days of the receiving the saddle if you intend to return the item.
- Any saddles which are not eligible for a trial period i.e. New Saddles, must have any faults reported by email within 3 days of receipt of the saddle and the saddle must be returned within 14 days.
- The saddle must be returned to Thinford Saddlery in the same condition it was despatched to you. Any indication that the saddle has been used will deem the saddle non-returnable.
- We must receive the saddle back by day 14, after this point it cannot be returned.
- Package the saddle carefully in the original box it was sent out in and return it to us: **Thinford Saddlery, Thinford, Durham, DH6 5JZ.**
- Return postage is at your own cost. (You must ensure an appropriate service is used, including insurance to cover the value of the saddle price and signed for)
- Once the saddle has been returned and checked, you will be refunded less outgoing postage. Please allow up to 7 days for the refund to be processed.