

Sales and rental contract

Consumer(s): _____

Telephone: _____ Mobile: _____

Email: _____

Address: _____

_____ Postcode _____

Saddle Purchase / Rental (Please circle one)

Payment terms: Cash /Secure payment/ Bank transfer:

Total Amount Due £_____ Deposit paid £_____

Delivery

Address if different to billing address: _____

_____ Postcode _____

Please give special instructions for the courier on where to leave / collect the box if you are not able to be there in person:

Permission to proceed with contract

I (the consumer) wish the contract to purchase: (details of item)

SMART saddle model (ie SMART GP)	Colour(Black/ Havana)	Saddle size (ie, size 4)

from Solution Saddles to proceed immediately. I understand that I can still cancel the contract; excluding bespoke items (made to measure or to the consumer's specifications); at any time within 14 days. However, I understand that by using goods immediately I may be charged a sum commensurate with use.

Signed by consumer(s): _____ Date: _____

Signed by Solution Saddles Agent: _____ Date: _____

Notice of right to cancel contract (see page 4 then sign below)

I accept that this item may not be delivered within 30 days and agree to the estimated delivery date: ___ / ___ / ___. (Please check with Solution Saddles for lead times when placing your order)

I confirm I have received and noted the conditions of the Notice of the Right to Cancel.

(signature) _____

Notice of satisfaction

I confirm that I am satisfied with the saddle and the fitting recommendations made.

(signature) _____

I confirm that I understand that changing the recommended fitting or using alternative ancillary items to replace those recommended may affect the function and performance of the saddle.

(signature) _____

Terms and Conditions for sales and rentals

Important Fitting Advice

We strongly recommend that you have an initial test ride with a **Solution Saddles Approved Advisor** where possible to ensure the correct selection of saddle model, size and appropriate accessories for the achievement of optimum saddle performance. Our **Home Consultancy Service** is available for routine checks or if you would like help with fitting to different horses or riders. In the same way that you would schedule routine checks from a saddler for a traditional saddle, **we strongly recommend that you have regular reviews.** There is always help and advice on hand so please contact your Approved Advisor in the first instance of any saddle fitting queries or concerns as, having seen you and your horse, conducted an assessment and fitting they are in the best position to provide you with ongoing support. We recommend that when a horse is first introduced to a SMART saddle, you take things slowly, particularly with a horse that has had a change in the way of going. The horse may be using different muscles in a different way and will require conditioning with short repetitions, building up gradually, to avoid fatigue or strain.

Delivery policy

We aim to send items to customers immediately after the order has been processed and payment confirmed. In the exception where the item is not in stock, please allow up to 30 days for delivery of accessories and up to 6 weeks for saddles. You will be advised of extended lead times during busy periods before payment is taken. We can organise all accessories, packaging and delivery for you. You will be quoted for shipping to areas out-with inland UK. All shipping charges are non-refundable.

Rental Terms and conditions

Saddles are available on a rental service, allowing you to test them over as long a period as you wish at home, and experiment in different situations. Expert help is available by phone at any time to assist and guide you during your trial or you can arrange a fitting review visit within this time if required. Saddle and accessories supplied for rental are either discounted used items from our demonstration stock in good condition, or if no demo stock is available, new items. All rental equipment is available for purchase and you may buy the items that you have been testing - or you may decide to order new items customised to your own personal preferences. The rental agreement requires a security deposit of **£500**. The rental rate is **£50 per week or part thereof**. If you decide to buy, you will receive the first 2 weeks of your rental free of charge. There is no limit to how long you may keep the saddle, but you will be required to renew the rental agreement after the first month, and thereafter, pay monthly rental in advance. Please use the rental equipment with care and return all goods in the condition you received them.

N.B. Please do not attach breastgirths to long girth straps as this can cause damage. Any saddles returned showing damage as a result of incorrectly fitting a breastgirth will be subject to girth billet replacement charges (up to £80). All of our saddles are fitted with knee d-rings for the purpose of fitting SMART X-over breastgirths, which are also available for rental. Please ask for details.

Returning Rental saddles

The safe return of all equipment is your responsibility and should be arranged via a guaranteed delivery for your own security. All equipment should be returned in the same condition in which it arrived at your premises. When returning the equipment please ensure that it is clean, in good condition and suitably packaged to avoid damage in transit. We can arrange collection for you at our standard rate, or alternatively, it can be sent via Post Office Special Delivery, (which is a next day, signature required, insured service with a tracking number). All saddles and equipment must be returned directly to Solution Saddles The Old Barns, Firbeck House, Steetley, Worksop, Derbyshire S80 3DZ. Any saddles returned directly to Advisors instead of Solution Saddles office will be subject to our standard £40 shipping charge to cover return costs. This will be deducted from your deposit. Any loss or damage is the responsibility of the user and repairs or refurbishment will be charged for. All items should be dry and clean, free of any hair or dirt before returning. All refurbishment work will be charged at our current rates (minimum £30 / hr. plus materials). A £30 cleaning charge will be made unless all items are returned dry, clean, and free of any hair or dirt. If you have specifically ordered any new accessories, please note that they are non-returnable if used.

Rental Refunds

When you return the rental equipment, Solution Saddles will refund the balance owed to you from the deposit paid. Refunds will only be made after a full quality control inspection. The test ride fee paid to your Approved Advisor is not refundable. **NB - Please allow up to 14 days from receipt of your returned goods refund to be processed.**

Buying a saddle from outside the UK

SMART™ saddles are available to purchase worldwide. If you are based in an area where Solution Saddles do not have an Approved Advisor, you can purchase a SMART™ saddle on a sale or return/rental basis with back up advice provided via phone or email. A record of photographs and/or video can help to advise on remote fittings.

International shipping

We can provide you with an expected delivery time and shipping quote when you place the order. If preferred, you can arrange your own courier service. Shipping charges are not refundable.

International payment options

Payment is accepted by our secure payment link or bank transfer. When making a bank transfer, please indicate that you will pay for the associated charges. Any unpaid charges will be billed for and as a result, you will incur further bank charges. We require a £500 deposit when you place the order and the full balance before shipping. Orders cancelled before shipping will be subject to a charge of 25% of the deposit.

International Returns

For sales outside the UK, if you return the equipment, all deductions including shipping costs will be made before the balance is refunded. Rental will be charged from the date that the saddle is shipped to the date that it is received back to our premises. The rental fee will be charged for every week or part thereof that the equipment is assigned to you. You are responsible for the safe return of all equipment. Refunds will only be made after a full quality control inspection. Please refer to our full terms and conditions for rentals and returns.

Sales Warranty

All new and ex-demo stock carries a full twelve-month warranty. Ex-demo stock may be discounted due to minor cosmetic defects, which are reflected in the price. Sale items are reduced price clearance stock and carry a maximum of three months warranty. The warranty is non-transferable and only applies to the person named on the sales invoice. It is the responsibility of the buyer to satisfy themselves of the condition, price and warranty terms of their purchase.

Post purchase policy

It is expected that you will have regular fitting reviews from your Approved Advisor. Please contact your Approved Advisor or Solution Saddles in the first instance, at any time you have questions or concerns regarding the SMART saddle or equipment used to fit and they will be happy to talk through your specific circumstances. If your concerns remain following the initial discussion, it is essential (where location allows) you arrange a review visit as soon as possible with your Approved Advisor to accurately assess the saddle fit in order to:

- Identify any issues with regards to the fit and/or suitability of the saddle.
- Ensure the ancillary equipment used is suitable and not impacting the performance or fit negatively.
- Make any necessary adjustments to the saddle fit that are required to achieve optimal performance.
- Observe the horses' performance in the saddle.

You may find it useful to record photographs of how the saddle is fitted and share these with your Advisor as they may be able to offer advice by phone or email in the interim. Approved Advisors are trained in the principles of how the SMART saddles fit and function, which differs from a treed saddle, so it may be impossible for an alternative professional or practitioner to assess and give accurate advice. Your Approved Advisor will be happy to work in conjunction with your Vet /Physiotherapist or other practitioner through periods of significant changes or rehabilitation and it is essential to involve all parties in any changes to saddle fit to avoid potential fitting issues arising.

Except under warranty terms, no returns may be made after the cancellation period without previous written consent from Solution Saddles. In special, agreed circumstances, purchased saddles that have been used and therefore show normal wear and tear may, at our discretion, be returned under our standard rental return terms, i.e. you will be refunded for the number of weeks you have had your saddle, minus any test ride fee, shipping charges and discounts providing the saddle is in good condition. Such goods must be returned at the buyer's risk and expense. Solution Saddles reserves the right to charge a 25% return and restocking fee. The saddle remains the property of Total Saddle Solutions Ltd. (TSS) until paid for in full. TSS reserves the right to recall the saddle at any time.

Disclaimer

It is the user's responsibility to ensure all items are suitable and appropriate for their horse and their activity. No insurance, warranty or guarantee is included in the rental terms. Riding can be a dangerous activity and neither TSS Ltd nor any of its employees or agents accepts any liability should any of its products be involved in any accidents or any cases of either horse or rider or any third party being damaged or injured.

Privacy Policy

Emails If you provide us with your email address we may send you emails, either in reply to specific enquiries or if you have opted in to our email newsletters. You have the ability to opt out of any of this communication at any time. We will never provide your personal information or email address to any third parties except where they are specifically employed to help deliver our own services. We use MailChimp to manage our marketing lists and send bulk email. Therefore, some personal information may be shared with them for marketing purposes. You can read their privacy policy on their website: <https://mailchimp.com/legal/privacy/>

Online payments – Stripe We use Stripe to process payments. By using a third party payment processor such as Stripe we avoid ever coming into contact with your sensitive payment information. When you provide payment details on our website they are sent to Stripe directly for processing. Less sensitive information, such as your name, email address, and address will be shared with us in order to process your purchase. You can learn more about Stripe and their approach to privacy: <https://stripe.com/gb/privacy>

Things you can do

You have legal control over your personal data, and so you may at any time:

- get a copy of any personal data we hold about you
- have any incorrect, inaccurate or incomplete data corrected
- ask that personal data be erased when it's no longer needed
- ask that your data is not used for marketing purposes

Notice of the Right to Cancel

You have the right to cancel this contract within 14 days without giving any reason; unless the items are made to your specification or clearly personalised, where you then have no right to cancel this contract. Where applicable our fitting service is subject to a consultation fee and mileage allowance which is not refundable as it is a cost incurred for services rendered at the time of our visit.

The cancellation period will expire after 14 days from the day after the day on which you acquire, or a third party other than the carrier and indicated by you acquires, physical possession of the goods or in the case of multiple goods, the last good.

We will inform you of the delivery date. Where a new saddle is being ordered we may have to contact the saddle manufacturer before agreeing a delivery date.

To exercise the right to cancel you must inform us of your decision to cancel this contract by a clear written statement (eg a letter sent by post or email). To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired.

The buyer has a right to cancel the contract by delivering or sending (including by email) a Cancellation Notice to Solution Saddles at any time within the period of 14 calendar days starting with the day of completing a signed Sales & Rental Contract.

Notice is considered to be given as soon as a Cancellation Notice is sent. Please obtain a receipt and send all mail by recorded delivery for your own records.

You can send the below Cancellation Notice form, along with any unwanted goods with proof of purchase by post to: Charlotte Berridge, Solution Saddles, The Old Barns, Firbeck House, Steetley, Worksop, Derbyshire S80 3DZ or email to: saddles@solutionsaddles.com.

Cancellation form

To: Solution Saddles, The Old Barns, Firbeck House, Steetley, Worksop, Derbyshire. S80 3DZ.

I/we [*] hereby give notice that I/we [*] cancel my/our [*] contract of sale of the following goods:

Order reference number/details: _____

Price: £ _____ Received on: __ / __ / __ Payment method: _____

Name of consumer(s): _____

Address of consumer(s): _____

Signature of consumer(s): _____ Date: __ / __ / __

[*] delete as appropriate

(The consumer must retain evidence that the communication to cancel the contract was sent within the cancellation period)

For further information on any of the above information, please contact Solution Saddles by email: smart@solutionsaddles.com or post to: The Old Barns, Firbeck House, Steetley, Worksop, Derbyshire. S80 3DZ.