

RETURNS & EXCHANGES

Thank you for your order! We appreciate your business and value your satisfaction with our products.

If you need to return or exchange an item, please do so within 30 days of receiving the item. Dirty and/or damaged items will not receive a full refund and will be credited less 25% of the full purchase price. *Custom or personalized orders are non-returnable.* Please wrap the item to be returned or exchanged carefully and return package prepaid INSURING it for the replacement value via UPS or mail. ***Do NOT ship saddles by mail.*** Shipping charges are non-refundable. If your order arrives damaged, please save the carton, all packing materials as well as the item. Do not return the merchandise – notify us immediately and we will advise you what to do. If requesting a refund or credit, refunds will be issued against the original method of payment. *Please complete this form to ensure proper credit or exchange of your item.*

Used saddles are sent on a 7 day trial beginning the day the saddle is received. You must notify us in that time whether or not you are keeping the saddle. If we are not contacted, your credit card will be charged in full for the saddle on the 7th day. Please ride in the saddle as you would normally do but take care not to damage the saddle in any way. The saddle's condition was noted before shipping and any used saddles not purchased and returned in a damaged condition will be charged 25% of the selling price. All used saddles, clearance and close-out equipment is *sold as is. No refunds or exchanges are given for these items.* Please call or email with any questions you have BEFORE purchasing the items.

Albion bridles, girths, and stirrup leathers carry a 1 year manufacturer's warranty against manufacturer defect *only*. Items that have been mis-used, abused, neglected, or improperly cared for are not covered under this warranty. Please contact Dutchess Bridle & Saddle, LLC if you believe you have a warranty issue. An invoice must be provided in all warranty claims. Please call or email with any questions – thank you!

RETURN I would like to return the following items for a refund:

QUANTITY	ITEM DESCRIPTION <i>Include size, color, length</i>	PRICE EACH	RETURN CODE

RETURN CODES

- | | |
|--------------------------------|-----------------------------|
| Arrived too late | Wrong Color Shipped |
| Wrong Item Shipped | Customer Ordered Wrong Item |
| Mfg Defect - Before Use | Size - Too Small |
| Mfg Defect - After Use | Size - Too large |
| Mfg - Missing Components | Damaged (Explain) _____ |
| Description/Catalog Misleading | Other (Explain) _____ |
| Quality Less than Expected | |

EXCHANGE I would like to exchange the returned item(s) for those listed below:

QUANTITY	ITEM DESCRIPTION <i>Include size, color, length</i>	PRICE EACH

If there is a difference between the items being exchanged, please select the following payment method. Checks must include shipping. If the exchanged items amount to less than the returned items, a refund will be issued using the original payment method.

My check is enclosed including shipping

VISA MC AMEX DISC: CARD # _____ EXP. DATE _____

Signature _____

✂ _____ ✂ _____ ✂ _____

FROM:

TO: Dutchess Bridle & Saddle, LLC
150 Carpenter Road
Port Jervis, NY 12771