



## Saddle-Up International

### Terms and Conditions of Sale

#### Our Contract (Order)

Any information we seek from you when placing an order is for billing and delivery purposes or for contacting you if we have a query. We do not share any personal information with any other companies. When placing an order to purchase goods from Saddle-Up International, you will be sent an email confirming receipt of the order and the order details. A contract between you and Saddle-Up International will only take place once the order has been accepted processed and payment has been received. You will receive email confirmation of your order. It is your responsibility to provide correct information along with your order. If any of the details are incorrect on receipt of your email confirmation please advise us in writing of any changes.

#### Liability

the information contained in the website is for information purposes. Saddle-Up International is not providing any recommendations or endorsements to any product or service promoted on the website. The material on the website does not constitute advice and you should not use the information on the website to make any decisions or take any action.

#### Availability

we try to hold stocks of all styles for active products, however occasionally an item will be out of stock, if this is the case we will inform you. All delivery dates are estimates and are subject to availability.

#### 1. PRICES AND PAYMENTS

- A) Prices quoted currently on our website supersede all prices for identical goods previously listed or advertised.
- B) Prices are subject to revision in the event of any miss print on our website but notification of any increase or decreases of payment will be given in writing on receipt of the contract made between the consumer and SaddleUp International. At this point you the consumer will have the right to cancel.
- C) Payments must be made with orders, either On-Line or by Telephone. No Credit is given.
- D) All products offered for sale by Saddle-Up International are priced in pounds Sterling and include UK VAT at the prevailing rate where applicable. Any customs or import duties due when your package reaches its destination country will be your responsibility.
- E) We accept all major credit cards:- Visa- Visa Electron – MasterCard – Switch – Delta – Solo.

#### 2. CARRIAGE

- A) All prices listed do not include postage and packaging.
- B) Postage and Packaging on all good will be charges per order not item
- C) The standard postage rates are as follows:
  - a. Mainland UK:- £7.50
  - b. UK Express:- £10.95
  - c. Northern Ireland:- £10.95
  - d. Europe:- £25.00\*
  - e. USA –Canada:- £28.00\*
  - f. Rest of World:- Australia, New Zealand, China, Japan etc:- £60.00\*
- **International and European carriage cost as stated above are based on a standard charge on weights up to 3 kg. Goods exceeding this weight will be subject to additional charges. Written quotations are available on request. We will notify you in writing of any additional charges that may be incurred exceed £25.00. You will then have the right to cancel your order if you do not wish to proceed.**

Mainland UK and Northern Ireland is a set charge irrespective of weight

- D) All Goods will be consigned by the most economical route. If other arrangements are made on the customer's instructions, any additional cost will be charged.
- E) We as the company reserve the right to charge additional postage cost if incurred should you as the customer omit the correct location for delivery.
- F) Any charges incurred by Saddle-Up International for the return of goods, caused by the failure of the consumer to accept or fail to collect goods delivered by carriers within the specified time given at time of attempted delivery, will charged to the consumer at the rate of £12.50 plus vat

#### 3. REFUNDS -CANCELLATIONS

- A) Saddle-Up International offer a 7 day money back Guarantee in event that the consumer wishes to exercise their rights to cancel, set out by the distant selling regulations. Please refer to clause 3B [In accordance with the Consumer Protection (Distance Selling) Regulations 2000, consumers are permitted to cancel an order at any time from the time the order is placed until the expiry of 7 working days after the consumer has received the goods. Cancellation of any orders will only be accepted if written confirmation is received from the consumer within this period.]

- B) In the event of any contract made by the consumer to Saddle-Up International is terminated by the consumer, the consumers will be liable for any postage costs incurred. [In the event of any consumer exercising the right to cancel the contract within the 7 day period the consumer will be responsible for returning the goods to Saddle-Up International.  
Please note- If we do not receive the goods back from the consumer we will arrange for the goods to be collected from the consumer's residence at their expense]
- C) Cancellation of any orders will only be accepted if written confirmation is received from the consumer with in 7 days. [Term included in Clause A]
- D) Goods must be returned to the company within 14 days of purchase, please keep your receipt / Invoice.
- E) It is the consumer's responsibility to obtain proof of postage as should a returned parcel become damaged or lost we do not compensate. You will be responsible for the cost of returning cancelled or unwanted goods. [See Clause B] We cannot enter into correspondence with your couriers on you behalf. (This does not comply in the event of any goods being damaged or faulty.)
- F) **No Refunds or exchanges** (Unless goods are found to be faulty. "Your statutory rights are not affected".) on the following items:- Sales items, Underwear, Riding Hats or Footwear for Hygiene and Health and Safety reasons. (Health and Safety at Work Act 1974).
- G) No Refund or Exchange will be given if the consumer fails to comply with our terms and conditions. Please refer to clause 3A
- H) Refund of any monies will be made with in 30 days of the date of cancellation notice, providing all goods have been returned to Saddle-Up International, unsoiled, unused and in the original packaging. Any goods returned that are seen unfit to re-sell as new will be subject to a deduction of the original cost and we reserve the right to refuse a refund or exchange.

#### **RETURNS – Faulty Items**

- A) Faulty Goods:- A full refund or exchange will be offered. Saddle-Up International will also refund postage cost incurred by the consumer for returning any faulty goods.

#### **6. DELIVERY SCHEDULE**

- A) We aim to dispatched, all orders within 7 to 10 working days or sooner. However, at times of exceptional demand or low stock levels, delivery times may be extended, we will inform you accordingly. We do offer an Express delivery service, but sometimes this is not possible on certain non stock items. You would be advised accordingly if this is the case. We do not accept responsibility for any delivery hold-ups out with our control. (Postage Strikes etc)
- B) International deliveries will be dispatched with in 7 to 10 days. The time in which the goods are in Transit will vary depending on the destination. We will notify the consumer of any consignment and tracking details, so as they might monitor their parcel.

#### **7. CUSTOMS**

Goods ordered from Saddle-Up International for delivery outside the UK may be subject to import duties and taxes, these will be levied once the parcel reaches its destination country. Any charges for customs must be paid by you the customer, Saddle-Up International will not be held liable for any charges incurred. In the event of any customs charges not paid by the customer, Saddle-Up International will have no alternative but to charge you the customer, as we will not accept any charged being applied to us, either in the event of goods being returned or impounded by customs. We have no control over these and do not know what they may be as customs policies vary from country to country. Contact your local customs officer for full details and regulations.

#### **8. Copyrights**

All content on the website is the property of Saddle-Up International, its affiliates or suppliers and is protected by UK copyright and database laws. You may not extract or use any content or parts of the content of the website without express written consent.

#### **COMPANY DETAILS**

**Email: [sales@saddleupinternational.co.uk](mailto:sales@saddleupinternational.co.uk)**

**Web Address: [www.saddleupinternational.co.uk](http://www.saddleupinternational.co.uk)**