GHOST ORDER FORM FOR BOLZANO / TRENTINO SADDLE

DATE:____/____/20_____

CUSTOMER NAME:_____

POSTAL ADDRESS:_____

SUBURB:_____POST CODE: _____

PHONE NUMBER: _____ MOBILE NUMBER:_____

EMAIL ADDRESS:_____

SADDLES & SEATS

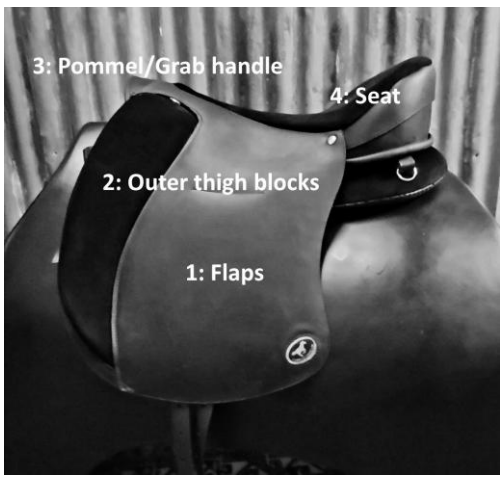
QTY	MODEL AND SIZE	COLOUR	MATERIAL	BASE	POMMEL SIZE	PANEL THICKNESS (based on rider weight & height):
					Standard/Wide*	Kg cm
					*Wide fits the widest breeds such as Gypsy Cobs. Select 'standard' for all other horses.	We will determine panel thickness based on the above + the type of horse the saddle is for. 2 cm blue foam + 1 cm black foam + formo suits most.

ACCESSORIES

QTY	MODEL AND SIZE	COLOUR	MATERIAL	EXTRA'S	NOTES

SPECIAL REQUESTS:_____

Zone 1:
Zone 2:
Zone 3:
Zone 4:



There is a 10-day money back guarantee on all new saddles purchased (unless otherwise specified at time of purchase). Please keep in mind to treat them gently and only ride in it 1-2 times. If you return an item, please understand that you will be responsible for the shipping costs to and from you. If you return an item with greater signs of use than normal, we reserve the right to hold the depreciation value from your original payment and will refund the remaining balance to you.

Until you have decided to keep your saddle, please adhere to the following guidelines:

Please always run the Stirrup Leathers under the saddle flap

- Please do not oil the saddle
- Please do not ride in dark denim jeans or jodhpurs with any "bling" on them
- Please do not ride in silicone jodhpurs or breeches
- Please cover the leather foot bed of your stirrups with foam or vet wrap held in place with duct tape.

Should the item/s be returned in an unsaleable fashion, you will be charged at wholesale prices to cover our loss. We take great pride in our products and want the next customer to be just as satisfied. Shall one of our products be truly defective, we will of course not charge any return fees and will reimburse you for the postage once you have shipped the defective item back to us. You must provide us with a tracking number upon shipment, either by phone or email to dianne@hest.com.au and send it insured. Should the saddle be lost in the mail, we cannot provide you with a refund.

CARING FOR YOUR SADDLE

A warranty is only guaranteed if your saddle is used properly, preserved, and maintained. Leather is a natural product and reacts to environmental influences. Keep your saddle in a dry, cool and dark room and store it on a suitable saddle rack. The tack room should be separated from the barn. Clean your saddle regularly from dirt and other residue with a damp cloth and mild saddle soap. To preserve the high-quality vegetable tanned leather in substance and quality, oil the leather of your saddle once or twice a year sparingly after cleaning. When oiling or conditioning your saddle, please note that the rough leather underside absorbs much more oil than the smooth leather side. The underside is therefore only to be treated sparingly. Bright natural-coloured saddles will darken when oil is applied! For leather care in between rides use a high-quality leather grease (especially for tanned vegetable leather), which has an impregnating effect. All fats/greases/oils are to be used sparingly; otherwise, the leather will lose its tension and stability.

MATTES PRODUCTS

Any Mattes products sold on this website are considered custom made products and for all products in customer selected colour combinations, are therefore excluded from returns. This limitation does not apply to quality issues. Condition for the processing of claims is the presentation of a sales receipt. Any return shipment will strictly only be accepted after prior approval.

IMPORTANT INFORMATION ABOUT BRIGHTLY COLOURED AND DARK COLOURED SHEEPSKIN

There is a possibility of dye bleeding from dark or bright coloured skin onto light coloured quilt. A slight staining is possible from dark or bright coloured wool onto the hair of grey horses. Fading of the wool surface is also possible. This is due to the composition of the horses sweat, which can be different from horse to horse. The same applies to dark and bright dyes on saddle leathers.

GHOST SADDLES WARRANTY

Your new GHOST saddle is protected under a 2-year Warranty. This Warranty protects clients against all manufacturing faults. A discovery of a manufacturing fault by client or their dealer will result in 1) a repair or 2) replacement of your purchase. The action on the fault- to repair or replace- is a choice reserved solely to the discretion and expertise of the manufacturer, not with the client. The decision to repair or replace is based on the specific nature of the manufacturing fault after careful study and empirical evidentiary support.

GHOST RESPONSIBLE USE DISCLAIMER

Ghost Saddles/HEST does not accept responsibility for damage caused to GHOST products or to the horses and humans using them, when the integrity of our products has been compromised. This includes but is not limited to: Using a GHOST saddle or their accessories on a different horse that was not approved of at time of sale by your dealer. Unsupervised use of a GHOST saddle or their accessories under a different rider/person that was

not approved of at time of sale by your dealer (For example: lending your saddle to a friend and allowing them to use your GHOST without your supervision. Allowing a child to tack up/ride with a GHOST unsupervised. Use of GHOST by other persons, when supervised by original purchaser is approved of and thoroughly encouraged by your dealer! :) Using a GHOST saddle or their accessories under a rider over 85 kgs., without the approval of your dealer. Tampering, adjusting, altering, removing, or changing any structural component of your GHOST saddle or their accessories, without following/seeking advice from your dealer first. This includes foam inserts, panel inserts/materials, base materials, D-rings, Velcro or using materials to repair, clean or alter your saddle and its accessories that are not approved of by GHOST or your dealer. Damage caused to the saddle and its accessories as a result from obvious poor care, cleaning, or storage methods. This includes both leather, synthetic materials and Velcro along the base and panels. Using your GHOST saddle directly on your horses back, without a pad. Using your GHOST saddle without a pad approved of by your GHOST dealer. (You are strongly advised to use pads designed and made by GHOST or other pads specially designed for treeless saddles made by another reputable company, ask your dealer for more suggestions). Visible inappropriate use of your GHOST saddle and their accessories e.g., incorrect fitting, attachment, adjustment, or riding use.

GHOST SADDLES - A NOTE ABOUT LEATHER

Leather is an organic product. Colours, textures and patterns of the leather you select may vary saddle to saddle. The leather may show signs of the animal it came from, scratches, bruises, scars. The colour dying process may produce varying results. Fresh cuts or scratches from transport should be reported directly to your dealer. Your leather will show signs of use from the moment your start using it, this is normal behaviour for leather. Abnormal thinning or rapid discolouration should be reported to your dealer.

GHOST SADDLES - AFTER SALES SERVICE

HEST will provide free after sales service for one year, in conjunction with your 2-year Warranty. We understand that when you start using a GHOST saddle your horses body shape can change, as muscles that were before blocked or suppressed may start to return with time and good training. If you require further advise, education or fitting adjustments as your horse progresses in their GHOST in the first 12 months (e.g., foam inserts for your horses changing body shape), please contact us and we can work together to provide you a solution, this service is free!). It is very important for us that you love your GHOST saddle, that you use it often and use it well! Most important, that your horse remains happy, healthy and pain free always! :)

GENERAL - SALES & SHIPPING INFORMATION

All prices shown are in Australian dollars. We accept direct deposit/internet transfer (zero surcharge), PayPal (2.8% surcharge), Visa or MasterCard (1.75% surcharge), we do not accept cheques. All orders are subject to a 15% non-refundable deposit / restocking fee unless otherwise specified. Deposits paid on cancelled orders are non-refundable if work on the saddle has begun.

GENERAL - CUSTOM AND SPECIAL ORDERS

Please allow 4 - 12 weeks approximately from date of order, for shipment of items unless otherwise specified. Full payment will be due before the saddle is shipped to you. It can happen that certain products are back ordered from the manufacturers side, unfortunately that can result in longer waiting times and we apologise sincerely if this should occur. Please inspect your products upon arrival. Any damage to products due to shipping must be immediately reported to us.

GENERAL - RETURN POLICY

A 10-day return policy applies to all new and ex demo saddles unless otherwise specified. You are allowed 10 days from arrival date of your saddle at your address for notification of return. Please contact us to discuss any fitting problems or other issues you may encounter with your new saddle before sending the saddle back to us. New Saddles: Please note that an exchange/refund can only be given if the saddle and/or accessories are clean, hair-free, and show no evidence of use. If the products returned show signs of use, HEST would withhold the exact amount we will have to give as a discount to the next purchaser, as it will no longer be possible to sell the saddle as new. Shipping on returns must be covered by the purchaser. Replacements will be forwarded strictly after the products have been returned and have been inspected by HEST. If the replacement item is not in stock, it will be ordered in from our supplier and wait times may apply. Please return the item/s via registered, traceable, and insured post only. If the saddle you ordered has customisations that deem the saddle to be a custom order, then no return is possible, unless for a warranty issue.

Postage costs and merchant fees cannot be refunded. Our return policy does not extend to used and/or consignment saddles for sale. Ex demo saddles are covered by our return policy however. Please return the item/s via registered, traceable, and insured post. There are no returns 'for change of mind' under any circumstances. If the saddle you ordered has customisations that deem the saddle to be a custom order, then no return is possible, unless for a warranty issue.

MERCHANT FEES

Visa/MasterCard 1.75%, PayPal 2.8%.

TERMS OF USE

HEST products are offered to you conditioned upon your acceptance without modification of the terms, conditions, and notices contained herein. Use of our products implies acceptance of all such terms, conditions, and notices.

EXCLUSIVE OBLIGATION

The sole and exclusive obligation of HEST shall be to accept return of product/s in the manner and for the period provided above.

LIMITATION OF LIABILITY

Equestrian activities can be extremely enjoyable, but also dangerous. In no event shall HEST, be liable for any direct, indirect, punitive, incidental, special, consequential damages, or any damages whatsoever arising out of or connected with the use or misuse of its product(s). Buyer assumes all risks and liability from use of product(s).

ENTIRE OBLIGATION

This Terms of Use, Warranty and Disclaimer document states the entire obligation of HEST with respect to the Products. If any part of this agreement is determined to be void, invalid, unenforceable or illegal, including, but not limited to the warranty disclaimers and liability limitations set forth above, then the invalid or unenforceable provision will be deemed superseded by a valid, enforceable provision that most closely matches the intent of the original provision and the remainder of the agreement shall remain in full force and effect. HEST reserves the right to change the terms, prices, conditions and notices under which their products are offered without notice. We are not responsible for any misprints or misrepresentation on publications, including but not limited to advertisement, brochures, verbal and e-mail communications and website.

PRIVACY POLICY

We do not share your personal information with any third parties, other than for shipping purposes. We take care to ensure that the personal information you give us is protected. We store customer contact information and take every reasonable step to ensure its security and protect it from misuse and unauthorised access. The information stored may include your name, postal and/or email address and telephone number. We will not sell or give your contact information to a third party. We would also like to remind you that there are inherent dangers in the sport of riding horses. Under no circumstances will HEST be liable for any consequential loss, cost, damage, or injury arising from the use of any saddle or tack sold. In using the products, you understand and agree to assume all risks and hazards, including the possibility of injury to your horse, yourself, and others, that are inherent in this activity. Please be safe.