**LOGO**

**SoPhysio Saddles in association with Andy Austin Horses**

**TERMS OF BUSINESS – BESPOKE SADDLES**

Thank you for appointing us to supply and fit your bespoke saddle.

**Make……………………………… Model……………………………. Size……………..**

**Serial number……………………. NEW Date……………………..**

Every effort has been made to ensure a good fit, however please bear in mind that horses do change shape. The time of the year, the age of the animal, the work being done; even a change of home or rider may considerably alter the way that the saddle fits. We suggest that it is good stable management to monitor this on an ongoing basis and to check for any signs of discomfort to your horse.

In signing these Terms of Business you acknowledge that over time your horse (the horse to which this saddle has been fitted) will change shape and may suffer lameness and/or other clinical issues which affect the horse.

We are pleased to continue to care for and maintain your saddle, which should be regularly checked for fit and balance every three to six months, as recommended by The Society of Master Saddlers. It is your responsibility to arrange this. If you have any worries about the fit, we are always happy to discuss them with you.

**OUR GUARANTEE**

Leather is a natural material and therefore some of the animal’s characteristic marks, such as creases and scars, remain visible and should be appreciated as authenticity of its origin.

Your new saddle is guaranteed for one year from the date of purchase against defective workmanship and materials, excluding normal wear and tear. Some loss of colour is normal and should not be considered a defect.

Unauthorised alteration or repair invalidates this guarantee. Responsibility will not be taken for damage caused by improper storage, misuse, neglect or accident. This document does not affect your statutory rights

**NOTICE OF RIGHT TO RETURN THE GOODS/CANCEL THE CONTRACT**

You have the right to cancel this contract within 14 days starting from the date of ordering your Saddle/goods. If you wish to cancel this contract you must do so in writing. Please send the Notice of Cancellation / any letter of cancellation by post or email to SoPhysio Saddles, Vine Farm, Penwood, Newbury, Berks RG20 9EW EMAIL sophieellenhandley@hotmail.co.uk

The Notice of Cancellation is deemed served at the time of delivery in the case of personal delivery, 2 working days after posting first class (proof of postage must be obtained) or immediately upon receipt of the email where cancellation is notified by 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.

You will have to bear the cost of returning the goods/saddle(s) by secure courier in case of cancellation. You must insure the goods during the courier service at your cost. You may alternatively return the goods to us personally at Vine Farm, Penwood, Newbury, Berks RG20 9EW.

The goods must be returned to SoPhysio Saddles within 14 days of service of the Notice of Cancellation. Goods will not be accepted after 14 days of service of the Notice of Cancellation.

We may make a deduction from the reimbursement for loss in value of any goods supplied, this is deemed to be a minimum of 10% of the Saddle cost by The Society of Master Saddlers, it is a usage fee and to cover the loss as a result of unnecessary handling by you (damage, scuffing, scratches etc.). If you decide to exercise your right to cancel there will be a fitting charge of £200

We will make the reimbursement without undue delay and not later than 14 days after the day we receive the goods back from you. We will make the reimbursement using the same means of payment as you used for the initial transaction.

**LIABILITY FOR LOSS AND DAMAGE**

We are not responsible for loss, injury or damage caused to a rider/horse during the saddle assessment and fitting process. Riders ride their horses at their own risk and Sophie Austin/SoPhysio Saddles will not be responsible for the behaviour of the horse(s), for any injury to the rider and/or any damage to the rider’s property/equipment.

This Agreement shall be governed by English Law.

Customer name:………………………………………

Customer address:…………………………………….. Signature ………………………………

…………………………………………………………

I hereby agree to the Terms and Conditions of Business above.

Signature of Agreement: ……………………………..

Date: …………………………………..

SoPhysio Saddles, Vine Farm, Penwood, Newbury, Berks RG20 9EW

VAT Number : ?? Company No ??