



KUDA SADDLE ORDER FORM

TEL: +61 3 5427 3330
 EMAIL: INFO@KUDASADDLES.COM.AU
 WEB: WWW.KUDASADDLES.COM.AU

Please fill out this form:

Order#:	OFFICE USE ONLY
Date:	
Customer Name (or Business Name)	
Customer Address:	
Customer City, State, Zip:	
Customer Phone#:	
Customer Email:	

Model Name:	
Type of Flex Tree	Equi-Fit D fit / Equi-Fit LT fit /
Seat Size:	
Saddle Skirting Leather Colour:	
Seat Leather and colour - Suede or Smooth:	
Fender Length:	Short / Medium / Long
Stirrups:	Rawhide / Leather / Aluminum
Gullet:	6.0 / 6.5 / 7.0 / 7.5 / 8.0
Tooling Code:	
Hardware:	Standard / Jeremiah Watt
Horn:	Yes / No
Buck Rolls:	Yes / No
Custom Items:	If necessary, explain or add photos below form
Accessories:	Cinch / Saddle Pad / Rear Cinch

<p>Photo or Drawing (if applicable). Please list here which cinch, saddle pad, or rear cinch you would like to order too:</p>	
<p>End of order</p>	

We will review your form and contact you if certain items are not available or if changes need to be made. Your order is not complete until you receive an order confirmation and until we have received your payment. Special orders require a down payment of 50% and once they arrive, item needs to be paid in full before it's shipped.

Thank you for your order!

Bank Information:

Account name: Kuda Saddles Australia BSB: 033624 Account: 254114.

For credit card payments, please call on 03 5427 3330.

This part is for Kuda use only, please do not fill out:

<i>Date received:</i>	
<i>Reviewed by:</i>	
<i>Accepted:</i>	
<i>Corrected:</i>	
<i>Comments:</i>	

When you place an order with us, you have confirmed that you have read and understood our return policy as well associated policies. See overleaf.

Policies: General Terms of Business and Delivery

Warranties: HOLISTIC EQUINE SADDLERY & TACK (HEST) warrants to the original purchaser of a saddle ONLY. KUDA SADDLES: For 5-years (as long as the original purchaser owns it), Kuda Tack & Saddlery (USA) will cheerfully repair or replace a broken tree. This, of course, provides that the saddle has not been subjected to misuse, negligence or accident. Shipping charges to the US to be paid by the purchaser. Manufacturing faults and defects are covered by the standard statutory and the stated manufacturer's warranty. Refunds or replacements will be forwarded after the products are returned and have been inspected by KUDA TACK & SADDLERY (USA). Damage resulting from misuse or neglect of the product is not covered under this warranty. Cosmetic and appearance changes to the natural leather products are a fact of nature and are not covered under this warranty. Shipping charges back to the manufacturer to be paid by the customer. There is a 10 day money back guarantee on all new saddles, but please keep in mind to treat them gently and only ride in it 1-2 times. No restocking fee is charged if you return it in a great condition. 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. Should the items be returned in an unsellable 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 you any return fees and will mail you a return label. When you ship an 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 fully insured. Our \$120 Saddle Trial Fee does apply on all saddle returns with the exception of faulty items, if a replacement saddle is not ordered.

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:** 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 wools 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. **Sales & Shipping Information:** All prices shown are in Australian dollars. HEST accepts direct deposit/internet transfer (zero surcharge), PayPal (3% surcharge), Visa or MasterCard (1.6% surcharge), AMEX or DINERS (2.8% surcharge) & personal cheque. If paying by cheque, shipment will be made after your cheque has been cleared by the banks. 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. For Custom Orders, please allow 10 - 16 weeks from date of order for shipment of items unless otherwise specified. Full payment will be due before the saddle is shipped from the US. 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 also due to shipping must be immediately reported to HEST. **Return Policy:** A 10 day return policy applies to all new Saddles unless otherwise specified. You are allowed 10 days from arrival date of your new 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. Failure to contact HEST to discuss an issue or an unwillingness to try suggested solutions to create an ideal fit, will incur an automatic restocking fee of 15% of the full purchase price. Once you have discussed the issue with HEST, it may be agreed that you return saddle for exchange or refund. Please note that an exchange/refund can only be given if the saddle and/or accessories are absolutely clean, hair-free, and show no evidence of use. If the products returned show signs of use, HEST will 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. Wait times may apply. Please return the item/s via registered,

traceable and insured post only. 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, except for warranty issues. Examples of customisations are: changes to the saddles basic design: rigging changes, no horn/horn added, fancy hardware, additional tooling, accented leather stitching, 2 tone coloured leather, inset padded seat, Fenders made to specific leg measurements or any changes to the basic design of the saddle and anything that cannot be removed from the saddle. Our \$120 Trial Fee will be retained from all saddle refunds. Each Equi-Fit Flexible saddle tree comes with a 5-year limited warranty to be free of original defects, in material and workmanship in normal use from the date of purchase. This warranty is expressly limited to the repair or replacement of the saddle tree and KUDA TACK & SADDLERY (USA) shall not be responsible for any consequential damage or loss occasioned by the use of its products. This warranty is void if the saddle is used in a commercial or rental application. Please contact HEST/Kuda Saddles Australia prior to any return or warranty service. KUDA TACK & SADDLERY (USA) warrants its Leather-Flex Tree saddles and tack, to the original purchaser only, to be free of defects in materials and workmanship for one (1) year from the date of purchase. Determination as to whether a product is defective, or is not defective, is determined solely, by KUDA TACK & SADDLERY (USA). Shipping to return a product to KUDA TACK & SADDLERY (USA), for defective determination, is borne by the purchaser. Freight to return the product to the purchaser is borne by KUDA TACK & SADDLERY (USA) IF the saddle has been found to be faulty. The company will repair or replace, at its sole discretion, any product found by the company to be defective, for use as intended, after return to, and examination by, KUDA TACK & SADDLERY (USA). This LIMITED ONE YEAR WARRANTY does not cover incidental damages or consequential damages caused by misuse, abuse, accident, or neglect caused by any person(s) or thing(s), purchaser's sole remedy being repair or replacement, at the sole discretion of KUDA TACK & SADDLERY (USA). Functional alteration of any kind, by the purchaser, dealer, or other person(s), to the product specifically voids this warranty. These warranties become null and void if you make any modifications to the saddle. 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 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, Dianne Pascoe or Kuda Saddlery & Tack (USA), 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. Kuda Saddles Australia is not responsible for any misprints or misrepresentation on their publications, including but not limited to advertisement, brochures, verbal and e-mail communications and website. Privacy Policy: HEST does 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. Credit card information is not stored on file. 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.