

DOUBLE OAK TACK TRIAL POLICY

It is our pleasure to offer you, as our valued customer, the opportunity to take the saddle you have selected "on trial" before purchasing. A few things we would like to ask you follow during your trial period.

1. Please DO NOT CLEAN or oil the saddle (New or used) Protect the saddle from stirrup leather marks by using soft calfskin leathers (or wrapping them with tube socks or nylon knee highs). Keep the saddle covered and protected, except when test riding.
2. Please do not leave the saddle in the barn or your vehicle.
3. Ensure the billet guards cover the girth buckles and use a girth with roller buckles.
4. On NEW saddle trials we ask that you use a soft material to wrap leathers on new saddles when trialing to keep them "NEW" and do a short 10-15 minute ride to not cause any wear on new saddles.
5. Please do not wear jeans.
6. You are responsible for the saddle while it is in your care. All used saddles are sold as-is. As we, Double Oak Tack, are not the manufacturer we cannot offer a guarantee and as such we do not assure the quality, safety, or integrity of our saddles. You are responsible for any damage that may occur while the saddle is in your possession or during return shipment.
7. Saddles returned with excessive wear will be charged a damage fee equal to the amount by which we will have to discount the price.
8. Your trial begins the day you receive the saddle. Please let us know by the end of your 4-day trial period if you plan to return the saddle. If we do not hear from you by the 4th day the saddle is considered sold. Should you return the saddle you will be refunded within 3-5 business days upon delivery of the saddle to us, less any shipping and saddlery charges, which are non-refundable.
9. All saddles will be sent Signature Required. Please save the original shipping box and original packing materials. If you need to make a return please use the same box and materials. If the box appears to have been weakened/damaged during transit we ask that you repackage the saddle in a box of like size. DO NOT ADD PACKING PEANUTS O THE SHIPMENT. Should you decide to return the saddle, please return it via a UPS or FEDEX only. We do not accept USPS. Our preferred carrier is FedEx. Contact us if you would like a return label at an additional charge (\$50-\$100 depending on location).
10. **While we always try to keep costs low for our clients unfortunately due to the credit card fees that the card companies no longer refund in the event of a return we have unfortunately had to raise our restocking fee to cover part of the loss on returns. Our restocking fee for saddles under \$3500 will be \$120 and for saddles over \$3500 will be \$140. If a saddle does not work out and is exchanged for another saddle during the trial period the restocking fee is waived (for up to 3 exchanges) as long as a refund has not yet been issued and the original balance is used as a credit to the next saddle.**
11. **ALL PAYMENTS MADE WITH AFFIRM ARE FINAL SALE AND DO NOT COME WITH A TRIAL OR RETURN OPTION.**