

Polished Saddles

Trial A Saddle

Terms and Conditions

- Trials are only available in the UK and Ireland unless pre-agreed prior to purchase
- All saddles purchased in the UK or Ireland automatically come with a 5 day trial - you do not have to select an additional option at check out etc
- All saddles must be paid for in full before they are sent out on trial
- On receipt of payment saddles are dispatched with a 24 hour courier - fully insured and tracked.
- Trials last 5 days from the day the saddle arrives with you, if you do not wish to keep the saddle you must let us know within this time frame. Failure to do so will mean we consider the saddle sold, and will not accept it back.
- If you do wish to return a saddle from trial it needs to arrive with us 10 days from when you first received the saddle.
- Once a saddle has been returned, you will be refunded for it in full, minus any postage costs incurred by us.
- All saddles are photographed before they are sent out. If your parcel arrives damaged please take photos before you open it, as well as photographing any damage to the saddle. Please notify us of any damage and provide photos within 24 hours of receipt.
- Should a saddle be damaged while it is on trial, it will not be accepted back. No refund will be given.
- The trialler is responsible for return postage costs; however we are happy to arrange a courier to collect the parcel for you. Any cost incurred by doing so will be deducted from the refunded purchase price.
- Standard postage costs in the UK are £15 per saddle each way.
- We reserve the right to refuse a refund if the refund is not requested within the 5 day trial period. Under exceptional circumstances we may agree to a refund after the 5 day trial has ended, however this will be subject to a £100 late fee.

You can contact us in the following ways to arrange returning your saddle:

Telephone: 07528752689

Email: polished-saddles@outlook.com

Return postage address: 1 Cestrum Crescent

Evesham

Worcs

WR11 3EG