

HULSEBOS SADDLES

TERMS, CONDITIONS & WARRANTY

Hulsebos Saddles is committed to the quality, craftsmanship, and durability of its saddles. These Terms, Conditions & Warranty apply to Hulsebos saddles purchased new directly from Hulsebos Saddles.

1. Saddle Fitting & Deposit

Hulsebos saddles are individually fitted to the horse and rider. Saddle fitting appointments are performed by Hulsebos Saddles at the customer's location or at the stable where the horse is located.

When ordering a new Hulsebos saddle, a \$1,500 deposit is required.

The \$1,500 deposit will be deducted from the total purchase price of the saddle when the saddle is delivered.

Once the order has been placed, the deposit is non-refundable. If the customer decides to cancel the saddle at any time after placing the order, Hulsebos Saddles will retain the \$1,500 deposit as compensation for costs already incurred in connection with the fitting, ordering, production, administration, and preparation of the made to measure saddle.

The customer is not obligated to accept or purchase the completed saddle. However, if the customer chooses not to proceed with or accept the saddle, the \$1,500 deposit remains due and will not be refunded.

2. Delivery Time

The production time is approximately 16 to 18 weeks and may vary depending on circumstances.

Please be aware that the saddle can only be delivered during a scheduled appointment with Hulsebos Saddles. The actual delivery date therefore also depends on appointment availability and when Hulsebos Saddles is scheduled to be in your area.

A delay in the estimated delivery time does not automatically constitute grounds for cancellation or refund of the deposit.

3. Trade-In Policy

Hulsebos Saddles offers a trade-in program for customers purchasing a new Hulsebos saddle.

A trade-in is only available in combination with the purchase of a new Hulsebos saddle. A used saddle cannot be traded in for cash, store credit without a new saddle purchase, or as a standalone transaction.

All saddles offered for trade-in are subject to inspection and approval by Hulsebos Saddles. Hulsebos Saddles reserves the right to accept or decline any saddle offered for trade-in and to determine the final trade-in value.

The agreed trade-in value will be applied toward the purchase price of the new Hulsebos saddle.

The condition and value of the trade-in saddle may be reassessed if its condition at the time it is received by Hulsebos Saddles differs from the condition in which it was originally presented or described.

Trade-in values are determined on an individual basis and are not guaranteed based on previous trade-in offers or transactions.

4. Saddle Tree – Three-Year Warranty

The saddle tree of every new Hulsebos saddle is covered by a three (3) year warranty from the original purchase date against manufacturing defects and defects in materials or workmanship.

The tree warranty applies only when a defect is determined by Hulsebos Saddles to have resulted from the manufacturing process.

The warranty does not cover damage to the saddle tree caused by:

- Accidents, falls, or impact damage;
- Damage during transportation;
- Improper use, misuse, or neglect;
- Improper storage or maintenance;
- Normal wear and tear;
- Unauthorized alterations, repairs, adjustments, or modifications;
- Work performed on the saddle by another saddle fitter or third party;
- Damage caused by third parties;
- Fire, flooding, natural disasters, or other external causes.

Hulsebos Saddles reserves the right to inspect and assess the saddle to determine whether damage to the tree qualifies as a manufacturing defect.

If a saddle tree qualifies for warranty repair or replacement, Hulsebos Saddles will repair or replace the defective tree at its discretion. Labor, shipping, handling, customs, duties, and other associated costs may not be covered unless expressly agreed otherwise by Hulsebos Saddles.

5. Leather, Stitching & Other Components – One-Year Warranty

Leather, stitching, billets, panels, hardware, and other components are covered for one (1) year from the original purchase date against defects in materials or workmanship.

This warranty does not cover normal wear and tear or damage resulting from improper use, accidents, insufficient maintenance, improper storage, unauthorized work or modifications, or damage caused by unsuitable cleaning, conditioning, or leather-care products.

Natural variations in leather, including differences in grain, texture, color, and minor markings, are characteristics of genuine leather and are not considered manufacturing defects.

6. Normal Wear & Tear

The warranty does not cover deterioration, damage, or changes in appearance resulting from normal use of the saddle.

Examples of normal wear and tear include, but are not limited to:

- Surface scratches and scuffs;
- Wear, fading, or discoloration of leather;
- Marks caused by riding boots, clothing, or equipment;
- Cosmetic damage to the seat, flaps, or knee rolls;
- Sweat or salt damage;
- Staining;
- Stretching, wear, or deterioration of billets;
- Normal deterioration of stitching;
- Wear to panels, padding, or other components resulting from regular use.

This list is not exhaustive. Other forms of deterioration, damage, or changes in appearance may also be considered normal wear and tear depending on the age, use, maintenance, and overall condition of the saddle.

Hulsebos Saddles reserves the right to inspect and assess the saddle and to determine whether an issue is the result of normal wear and tear or constitutes a defect in materials or workmanship covered under the warranty.

7. Care & Maintenance

The owner is responsible for properly caring for and maintaining the saddle.

Hulsebos Conditioner is the recommended product for the cleaning, conditioning, and maintenance of Hulsebos saddle leather.

Other leather cleaners, conditioners, oils, soaps, sprays, grip products, adhesives, chemicals, or maintenance products must be suitable for the specific leather and used correctly. Warranty coverage does not apply to damage or deterioration caused by an unsuitable product, improper application, or improper maintenance.

Damage, discoloration, deterioration, staining, drying, cracking, or other changes to the leather caused by an unsuitable cleaning, conditioning, or maintenance product are not covered under warranty.

Damage resulting from improper maintenance, excessive moisture, sweat or salt accumulation, heat, improper storage, or failure to properly care for the saddle is also excluded from warranty coverage.

A clean, breathable saddle pad should be used, and the saddle should be allowed to dry naturally after use.

Hulsebos Saddles reserves the right to assess the condition of the leather and determine whether improper maintenance or the use or application of a cleaning, conditioning, or maintenance product caused or contributed to the damage or deterioration.

8. Billets, Stitching & Safety Components

Billets, stitching, girth straps, and other wear or safety-related components should be inspected regularly by the owner.

If any component shows excessive wear or damage, the owner must contact Hulsebos Saddles directly for inspection, advice, repair, or replacement.

The continued use of visibly worn or damaged components may compromise rider safety and may result in additional damage that is not covered under this warranty.

9. Saddle Fit & Changes to Horse or Rider

A Hulsebos made to measure saddle is fitted based on the horse's and rider's condition, conformation, measurements, and requirements at the time of the fitting and delivery.

Horses and riders may change over time. Changes including, but not limited to, weight, muscle development, fitness, training level, age, growth, injury, rehabilitation, pregnancy, workload, or changes in riding style may affect the fit and balance of the saddle.

Changes in saddle fit resulting from changes to the horse or rider after the fitting or delivery are not considered manufacturing defects and are not automatically covered under warranty.

It is the owner's responsibility to have the saddle fit checked when there are significant changes to the horse or rider or when there are concerns regarding saddle fit. Hulsebos Saddles recommends that customers contact Hulsebos Saddles for such inspections or adjustments. If work is performed by another saddle fitter or third party, warranty coverage does not apply to damage or issues caused by or related to improperly performed work or adjustments.

10. Repairs, Saddle Fitting Adjustments, Alterations & Modifications

Hulsebos Saddles recommends that inspections, repairs, alterations, flocking adjustments, saddle fitting adjustments, structural adjustments, and modifications be performed by Hulsebos Saddles or by a qualified professional.

Work performed by another saddle fitter, saddler, repair professional, or other third party does not by itself void this warranty. However, warranty coverage does not apply to any condition, defect, damage, or issue caused by or resulting from improper or incorrectly performed third-party work, adjustment, alteration, repair, reflocking, or modification.

Hulsebos Saddles reserves the right to inspect the saddle and determine whether third-party work or adjustments caused or contributed to the condition for which warranty coverage is requested.

Customers are encouraged to contact Hulsebos Saddles before having substantial repairs, structural alterations, or saddle fitting adjustments performed so that appropriate guidance can be provided.

11. Warranty Claims

All warranty claims must be submitted directly to Hulsebos Saddles.

To submit a warranty claim, the owner must provide:

- Proof of purchase;
- A clear description of the issue;
- Photographs or videos when requested; and
- Any additional information reasonably required by Hulsebos Saddles to assess the claim.

Hulsebos Saddles may require the saddle to be returned for physical inspection before determining whether an issue is covered under warranty.

A warranty claim does not automatically establish that the saddle contains a manufacturing defect.

12. Shipping & Associated Costs

Unless otherwise expressly agreed in writing by Hulsebos Saddles, shipping, handling, insurance, customs duties, taxes, and other transportation-related costs associated with a warranty inspection, repair, replacement, or with ordering a made to measure saddle are the responsibility of the customer.

13. Warranty Period

Repair or replacement of a saddle or component under warranty does not restart or extend the original applicable warranty period.

The three-year warranty on the saddle tree and the one-year warranty on leather, stitching, and other components remain subject to all terms, exclusions, and conditions stated in these Terms, Conditions & Limited Warranty.

14. Transferability

The warranty applies to the original purchaser unless otherwise agreed in writing by Hulsebos Saddles.

Any transfer of warranty rights to a subsequent owner is subject to prior written approval by Hulsebos Saddles. Proof of the original purchase may be required.

15. Limitation of Liability

To the maximum extent permitted by applicable law, Hulsebos Saddles is not responsible for indirect, incidental, or consequential damages arising from the use, misuse, failure, or unavailability of a saddle.

Horseback riding involves inherent risks. It is the rider's responsibility to regularly inspect the saddle and related equipment and to discontinue use if there are signs of damage that may affect safety.

Nothing in these Terms, Conditions & Warranty excludes or limits any rights or remedies that cannot legally be excluded or limited under applicable consumer protection law.

16. Final Determination

Hulsebos Saddles reserves the right to inspect the saddle and determine, based on the condition of the saddle and the circumstances of the claim, whether the reported issue constitutes a manufacturing or workmanship defect covered under this warranty.

All warranty claims must be submitted directly to Hulsebos Saddles. Hulsebos Saddles may require inspection of the saddle before authorizing a warranty remedy. Damage caused by improper third-party repairs, adjustments, alterations, reflocking, or modifications is not covered by this limited warranty.

Warranty coverage is subject to these Terms & Conditions.