

# AH SADDLES LTD - RIGHT TO CANCEL INFORMATION & FORM - 1 of 2

Trading Address: AH Saddles Ltd, 76 Uphill Way, Weston Super Mare, Somerset, BS234TN | 01934 622044 | [info@ahsaddles.com](mailto:info@ahsaddles.com)

## Right to Cancel Information

You have the right to cancel your contract with us pursuant to the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

Please note that no statutory cancellation rights apply to goods that are custom order and we do not accept cancellations for custom order items unless production of the item has not yet begun. For non-custom orders you have the right to cancel this contract within 14 days without giving any reason. The cancellation period for non-custom order items will expire after 14 days from the day on which you acquire, or a third party other than the carrier and indicated by you acquires, physical possession of the goods.

To exercise the right to cancel, you must inform us of your decision to cancel this contract by a clear statement (e.g. a letter sent by post or e-mail). There is a downloadable version of this model cancellation form available on the AH Saddles Ltd website at [<https://www.ahsaddles.com/terms-and-conditions>]. You may use the attached model cancellation form, but it is not obligatory.

**Address:** A H Saddles Ltd, 76 Uphill Way, Weston Super Mare, Somerset, BS234TN, United Kingdom.

**Email to:** [info@ahsaddles.com](mailto:info@ahsaddles.com)

To exercise your 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.

## Effects of cancellation

If you cancel this contract, we will reimburse to you all payments received from you, excluding the costs of delivery & return postage. There is a fee (£15 used/£20 new) for trialling a saddle which contributes towards admin, packaging, handling and re-cleaning costs associated with the trial. This will be deducted from the refund due to you. If you have received the goods before you cancel the contract you must send the goods back to our contact address at your own cost and risk without undue delay and, in any event, not later than 14 days after the day on which you informed us you were cancelling the contract.

We may make a deduction from the reimbursement for loss in value of any goods supplied, if the loss is the result of unnecessary handling by you. Taking into account a reasonable amount of use to sit in the saddle, costs incurred for damage, more than reasonable wear or cleaning are: saddle cleaning £10.00, washing dirty saddle covers £5.00, scratches, scores, dents, broken leather, marks from zips or riding boots £30-£200.00 depending on the degree of damage. The customer shall take all reasonable care to keep the saddle in good condition during the 'Trial Period', more information can be found here <https://www.ahsaddles.com/saddle-trials-and-associated-costs>

We will make the reimbursement without undue delay, and not later than—

- (a) 14 days after the day we receive back from you any goods supplied, or
- (b) (if earlier) 14 days after the day you provide evidence that you have returned the goods, or
- (c) if there were no goods supplied, 14 days after the day on which we are informed about your decision to cancel this contract.

We will make the reimbursement using the same means of payment as you used for the initial transaction, unless you have expressly agreed otherwise; in any event, you will not incur any fees as a result of the reimbursement. We may withhold reimbursement until we have received the goods back or you have supplied evidence of having sent back the goods, whichever is the earliest.

You shall send back the goods or hand them over to us without undue delay and in any event not later than 14 days from the day on which you communicate your cancellation from this contract to us. The deadline is met if you send back the goods before the period of 14 days has expired. You will have to bear the direct cost of returning the goods. You are only liable for any diminished value of the goods resulting from the handling other than what is necessary to establish the nature, characteristics and functioning of the goods.

# AH SADDLES LTD - RIGHT TO CANCEL INFORMATION & FORM - 2 of 2

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## Right to Cancel form

To: A H Saddles Ltd, 76 Uphill Way, Weston Super Mare, Somerset, BS234TN, United Kingdom.

By email to:info@ahsaddles.com

I hereby give notice that I cancel my contract of sale of the following goods:

Order made on ..... Received on .....

Name of consumer(s):

.....

Address of consumer(s):

.....

.....

.....

.....

Signature of consumer(s) (only if this form is notified on paper):

Date: .....

Please note: If you have any questions at all please call 01934 622044 during office hours.

Returned goods remain your responsibility and risk until received BY AH Saddles Ltd. As such we recommend that you choose a reputable courier firm to deliver the saddle, insure it during transit and pack the item in a suitable manner. To prevent damage in transit for saddles we recommend the saddle be well packed in a double walled packing box like a removals box, pommel down, in a box roughly 18-24" square which should keep it snug. Line the bottom of the box with bubble wrap etc. as a minimum, you can also bubble wrap around the saddle especially if the box is slightly roomy. To ensure the saddle is snug you can cut the corners of the box down to make sure the lid contacts the top of the saddle. Secure with plenty of parcel tape top and bottom. Mark the box as fragile and indicate which way up it should be. You should include a copy of the original receipt in the box in case the parcel is lost, or to help us identify the saddle quickly when it arrives. The saddle should be in its cover as supplied.

We will contact you by email or phone within 24 hours of receiving the saddle (please check that we will not be on a shutdown e.g. over Christmas when you will be returning the saddle), will decide on any deductions if there is a loss in the value of the goods returned due to unnecessary handling by you, and will then make the refund by the same method as you originally paid. If you paid cash we will issue a cheque. Please be aware that this process can take a few days and that refunds onto cards have to go through the normal clearing process and are not payable via Faster Payments.