



## HAVE SADDLE-WILL TRAVEL, INC. PRODUCT GUARANTEE & RETURN POLICY 2011

Have Saddle-Will Travel, Inc. makes every effort to provide our customers with quality products. Don West Training-Trail Saddles & Tack, Saddle Software Systems, and Storm Riders Weather Beating Outerwear are all divisions of HS-WT. We guarantee our products against defects in materials and workmanship. We will replace or repair any faulty item if we are notified within fourteen (14) days of our shipping date. However, if upon examination the fault is determined by us to be the result of normal use, wear and tear, abuse, or accident, repairs or replacement will be made at cost to the owner, including all shipping. **Used items must be machine washed before returning them for repair, per Health Department Standards.**

- ♦ **EXCHANGE, CREDIT, OR REFUND** If you are not satisfied with your purchase, prior to using it, you must notify us within fourteen (14) days of our shipping date to receive an exchange, in house credit, or refund. Refunds will be made within 30 days on the purchase price only. **No refunds will be made on shipping. No refunds, credit, or exchange on Don West Custom Ordered Training-Trail Saddles.**
- ♦ We charge a 10% restocking fee on all items returned for exchange, credit, or refund, except those items that are deemed by us to be defective at time of purchase. **No refunds, credit, or exchanges will be made on Don West custom made Training-Trail Saddles.**
- ♦ **BEFORE YOU RETURN AN ITEM OR AN ORDER you must first contact our customer service representative at 970-858-3607.** You will be asked to provide information concerning the reason for return. You will be given an **AUTHORIZATION NUMBER** along with instructions for returning the product/item. Before you call, please fill in the information on this Return Form and have it available for discussion with the customer service representative. You will need to send this form along with the return to ensure proper handling. No returns will be accepted or processed without the authorization number.
- ♦ **NO EXCHANGES, CREDIT, OR REFUNDS will be given on any items and/or orders if we have not been notified within fourteen (14) days of our shipping date, on used merchandise, or on custom made orders, including saddles, special colors, sizes, etc. By purchasing from HS-WT you acknowledge that you accept and agree to abide by these terms. Absolutely no exceptions (please)! Thank you.**

### RETURN FORM

Customer Name: \_\_\_\_\_

Item(s) being returned: \_\_\_\_\_

Invoice number: \_\_\_\_\_ (Please attach invoice to this form)

Reason for return: (Please be specific) \_\_\_\_\_

Return Authorization Number: \_\_\_\_\_

**\*\*\*This policy supersedes all previous published return policies 01/01/2011\*\*\***

**REMEMBER —NO RETURNS WILL BE PROCESSED AFTER FOURTEEN (14) DAYS OR ACCEPTED WITHOUT AN AUTHORIZATION NUMBER, SO PLEASE TAKE TIME TO CHECK YOUR MERCHANDISE BEFORE YOU USE IT**

If using **US Mail**: Have Saddle-Will Travel, Inc. P O Box 700, Fruita, CO 81521-0700

If using **UPS, Federal Express, Airborne or other Courier**: Have Saddle-Will Travel, Inc., 1760 Broadway, Grand Junction, CO 81507-9564