

## ORDER FORM

DP Saddlery Australia  
127 Spencer Road, Woodend, Vic, 3442, Australia  
Tel: +61 3 5427 3330  
Email: [info@dpsaddlery.com.au](mailto:info@dpsaddlery.com.au)  
Web: [www.dpsaddlery.com.au](http://www.dpsaddlery.com.au)



**SADDLERY**  
THE SADDLEMAKER

|   |                    |
|---|--------------------|
| <b>Order#:</b>                          | <b>DP USE ONLY</b> |
| <b>Date:</b>                            |                    |
| <b>Customer Name (or Business Name)</b> |                    |
| <b>Customer Address:</b>                |                    |
| <b>Town, State, Postcode:</b>           |                    |
| <b>Customer Phone Number:</b>           |                    |
| <b>Customer Email:</b>                  |                    |

|  |                                     |
|--|-------------------------------------|
| <b>Model Name:</b>   |                                     |
| <b>Model Number:</b>   |                                     |
| <b>Tree: Ultra-Flex adjustable / Leather Tree / Startrekk Treeless:</b>  |                                     |
| <b>Seat Size:</b>  |                                     |
| <b>Saddle Skirting Leather (main colour):</b>  |                                     |
| <b>Seat Leather (Napa or Nubuck) and colour:</b>   |                                     |
| <b>Knee Leather and colour (English saddles only):</b>   |                                     |
| <b>Channel width (English, Baroque or Quantum saddles only):</b>   | 4cm / 6cm / 8cm                     |
| <b>Flocking thickness (Baroque &amp; English only):</b>  | Light / Medium / Full               |
| <b>Hardware:</b>   | Stainless Steel (SS) or Brass       |
| <b>Conchos, type, colour &amp; location:</b>   |                                     |
| <b>Fender length (if saddle has Fenders) measured from centre of seat to tread of stirrups. (Shortest setting/longest setting in cms):</b> | S: 70 / 88, M: 77 / 93, L: 84 / 101 |
| <b>Tooling:</b>  |                                     |
| <b>Extra Hardware (if possible): e.g., Breast collar rings, crupper rings, extra D's if possible, etc.</b>                                 |                                     |

|   |  |
|---|--|
| <p style="text-align: center;"><b>Accessories:</b><br/> <b>Stirrup leathers, stirrup irons, girth, breast plate,<br/> headstall, reins etc.</b></p> |  |
| <b>End of order</b>   |  |

We will review your form and contact you if certain items are not available or if changes need to be made. Your order is not complete until you receive an order confirmation and until we have received your payment. Special orders require a down payment of 50%. The balance is due once your saddle is ready to ship to DP Saddlery Australia.

***Thank you for your order!***

**Bank Information: Account name: HEST, BSB: 013706, Account: 467679803. For credit card payments, please call on 03 5427 3330.**

This part is for DP Saddlery use only, please do not fill out:

|                              |  |
|------------------------------|--|
| <b><i>Date received:</i></b> |  |
| <b><i>Reviewed by:</i></b>   |  |
| <b><i>Accepted:</i></b>      |  |
| <b><i>Corrected:</i></b>     |  |
| <b><i>Rejected:</i></b>      |  |

When you place an order with us, you have confirmed that you have read and understood our return policy as well associated policies. See overleaf.

## **Policies: General Terms of Business and Delivery.**

**DEUBER & PARTNER SADDLES:** There is a 10-day money back guarantee on DP saddles, but please keep in mind to treat them gently and only ride in it 1-2 times. No restocking fee is charged if you return it in as new condition. If you return an item, please understand that you will be responsible for the shipping costs to and from you. If you return an item with signs of use, we reserve the right to hold the depreciation value from your original payment and will refund the remaining balance to you.

### **Until you have decided to keep your saddle, please adhere to the following guidelines:**

- Please always run the Stirrup Leathers under the saddle flap (English/Baroque Saddles)
- Please do not oil the saddle and NEVER OIL OR CONDITION NUBUCK OR SUEDE
- Please do not ride in dark denim jeans or jodhpurs with any "bling" on them.
- Please cover the leather foot bed of your stirrups (Western/Trail Saddles) with foam or padding held in place with duct tape.

Should the item/s be returned in an unsaleable fashion, you will be charged at wholesale prices to cover our loss. We take great pride in our products and want the next customer to be just as satisfied. Shall one of our products be truly defective, we will of course not charge any return fees and will reimburse you for the postage once you have shipped the defective item back to us. You must provide us with a tracking number upon shipment, either by phone or email to [info@dpsaddlery.com.au](mailto:info@dpsaddlery.com.au) and send it fully insured. Our \$180 Saddle Trial Fee does apply on all saddle returns, except for faulty items, if a replacement saddle is not ordered.

**DEUBER & PARTNER WARRANTY:** Used properly, sensible care and proper storage, we grant the owners of our saddles a total period of 3 years, and 5 years warranty on the ULTRA FLEX TREE. The warranty is only valid upon presentation of the original invoice and warranty passport. Since leather is a natural product, it may have visible, small colour changes or scarring or overgrown cracks. These are not leather errors, but a sign of authenticity. Wear and tear parts (e.g., as girth/cinch, tie-strap, off-billet, girth, Anti-Slip-Fender Protection, stirrup leather or silver parts) are imposed by the warranty.

**STARTREKK TREELESS SADDLE WARRANTY:** Used properly, sensible care and proper storage, we grant the owners of our Startrekk saddles a total period of 2 years.

**CARING FOR YOUR SADDLE:** A warranty is only guaranteed if your saddle is used properly, preserved and maintained. Leather is a natural product and reacts to environmental influences. Keep your saddle in a dry, cool and dark room and store it on a suitable saddle rack. The tack room should be separated from the barn. Clean your saddle regularly from dirt and other residue with a damp cloth and mild saddle soap. In order to preserve the high-quality vegetable tanned leather in substance and quality, oil the leather of your saddle once or twice a year sparingly after cleaning.

When oiling or conditioning your saddle, please note that the rough leather underside absorbs much more oil than the smooth leather side. The underside is therefore only to be treated sparingly. **WARNING:** Never oil any of the Nubuck leather areas and adjoining edges of your saddle! Bright natural-coloured saddles will darken when oil is applied! For leather care in between rides use a high-quality leather grease (especially for tanned vegetable leather), which has an impregnating effect. All fats/greases/oils are to be used sparingly; otherwise, the leather will lose its tension and stability.

**MATTES PRODUCTS:** Any Mattes products sold on this website are considered custom made products and for all products in customer selected colour combinations, are therefore excluded from returns. This limitation does not apply to quality issues. Condition for the processing of claims is the presentation of a sales receipt. Any return shipment will strictly only be accepted after prior approval.

**IMPORTANT INFORMATION ABOUT BRIGHTLY COLOURED AND DARK COLOURED**

**SHEEPSKIN:** There is a possibility of dye bleeding from dark or bright coloured skin onto light coloured quilt. A slight staining is possible from dark or bright coloured wool onto the hair of grey horses. Fading of the wool surface is also possible. This is due to the composition of the horses sweat, which can be different from horse to horse. The same applies to dark and bright dyes on saddle leathers.

**CHRIST PRODUCTS:** There are no returns on Christ products. This limitation does not apply to quality issues. Condition for the processing of claims is the presentation of a sales receipt. Any return shipment will strictly only be accepted after prior approval.

**SALES & SHIPPING INFORMATION:** All prices shown are in Australian dollars and are inclusive of GST and all import costs. We accept direct deposit/internet transfer (zero surcharge), PayPal (2.8% surcharge), Visa or MasterCard (1.75% surcharge), and personal cheque. If paying by cheque, shipment will be made after your cheque has been cleared by the banks.

**CANCELLATIONS:** All orders are subject to a 15% non-refundable deposit unless otherwise specified. Deposits paid on cancelled orders are non-refundable if work on the saddle has begun.

**CUSTOM and special ORDERS:** please allow 10 - 16 weeks from date of order, for shipment of items unless otherwise specified. **Full payment will be due before the saddle is shipped to DP Saddlery Australia.** It can happen that certain products are back ordered from the manufacturers side, unfortunately this can result in longer waiting times and we apologise sincerely if this should occur.

Please inspect your products upon arrival. Any damage to products due to shipping must be immediately reported to us.

**RETURN POLICY:** A 10-day return policy applies to all new and ex demo DP saddles unless otherwise specified. You are allowed 10 days from arrival date of your saddle at your address for notification of return. Please contact us to discuss any fitting problems or other issues you may encounter with your new saddle before sending the saddle back to us.

**NEW SADDLES:** Please note that an exchange/refund can only be given if the saddle and/or accessories are absolutely clean, hair-free, and show no evidence of use. If the products returned show signs of use, DP Saddlery Australia will withhold the exact amount we will have to give as a discount to the next purchaser, as it will no longer be possible to sell the saddle as new. Shipping on returns must be covered by the purchaser. Replacements will be forwarded strictly after the products have been returned and have been inspected by DP Saddlery Australia. If the replacement item is not in stock, it will be ordered in from our supplier and wait times may apply.

Please return the item/s via registered, traceable and insured post only. If the saddle you ordered has customisations that deem the saddle to be a custom order, then no return is possible, unless for a warranty issue.

**MERCHANT FEES:** Visa/Mastercard 1.75%, PayPal 2.8%.

Our return policy does not extend to used and/or consignment saddles for sale. Ex demo saddles are covered by our return policy, however.

Please return the item/s via registered, traceable and insured post only. There are no returns 'for change of mind' under any circumstances. If the saddle you ordered has customisations that deem the saddle to be a custom order, then no return is possible, unless for a warranty issue. *Postage costs and merchant fees cannot be refunded.*

**TERMS OF USE:** DP Saddlery Australia products are offered to you conditioned upon your acceptance without modification of the terms, conditions, and notices contained herein. Use of our products implies acceptance of all such terms, conditions and notices.

**EXCLUSIVE OBLIGATION:** The sole and exclusive obligation of DP Saddlery Australia shall be to accept return of product/s in the manner and for the period provided above.

**LIMITATION OF LIABILITY:** Equestrian activities can be extremely enjoyable, but also dangerous. In no event shall DP Saddlery Australia, be liable for any direct, indirect, punitive, incidental, special, consequential damages, or any damages whatsoever arising out of or connected with the use or misuse of its product(s). Buyer assumes all risks and liability from use of product(s).

**ENTIRE OBLIGATION:** This Terms of Use, Warranty and Disclaimer document states the entire obligation of DP Saddlery Australia with respect to the Products. If any part of this agreement is determined to be void, invalid, unenforceable or illegal, including, but not limited to the warranty disclaimers and liability limitations set forth above, then the invalid or unenforceable provision will be deemed superseded by a valid, enforceable provision that most closely matches the intent of the original provision and the remainder of the agreement shall remain in full force and effect.

DP Saddlery Australia reserves the right to change the terms, prices, conditions and notices under which their products are offered without notice. We are not responsible for any misprints or misrepresentation on publications, including but not limited to advertisement, brochures, verbal and e-mail communications and website.

**PRIVACY POLICY:** We do not share your personal information with any third parties, other than for shipping purposes. We take care to ensure that the personal information you give us is protected. We store customer contact information and take every reasonable step to ensure its security and protect it from misuse and unauthorised access. The information stored may include your name, postal and/or email address and telephone number. We will not sell or give your contact information to a third party.

We would also like to remind you that there are inherent dangers in the sport of riding horses. Under no circumstances will DP Saddlery Australia, be liable for any consequential loss, cost, damage or injury arising from the use of any saddle or tack sold. In using the products, you understand and agree to assume all risks and hazards, including the possibility of injury to your horse, yourself and others, that are inherent in this activity. Please be safe.