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Holistic Equine Saddlery & Tack

Saddlery & Tack for the thoughtful Equestrian

03 5427 3330
dianne@hest.com.au

Saddle Demo Booking Form

Date: ___/___/___

First Name: _____ Last Name: _____

Address: _____ Post Code: _____

email: _____ Mobile: _____

Type of Riding you do: _____

Seat size required: _____ Preferred model: _____

I acknowledge that I have paid the full security deposit for the saddle (equal to the value of the demo saddle) and that this will be held by HEST until the saddle is returned. I acknowledge that the postage/handling, any applicable merchant fee, and the demo trial fee (\$120), will be retained from the refund of the security deposit, should I decide not to order a saddle. I acknowledge that I am fully responsible for the demo saddle until it is returned to HEST. Any damage and/ or excessive wear found on the demo saddle by HEST, will result in a partial or full retention of the security deposit paid by me to HEST based on this damage/excessive wear. I acknowledge that the saddle must be returned within 10 days from receipt. Please read the demo program rules on the next page.

Print Name: _____ Signature: _____

Demo deposit amount: \$ _____ You will find the amount required here: <https://www.hest.com.au/demo-security-deposits>

I acknowledge there will be a non-refundable merchant fee when paying by credit card. Please initial the box showing that you acknowledge this.

Or you can pay via direct deposit: HEST BSB: 013706 Account: 467679803

Once the returned demo saddle has been received by HEST, please send my Security Deposit Refund to: (only applicable if you paid your security deposit via direct deposit, otherwise refunds are made back to your credit card), which can take up to 10 business days to be processed by your CC company.

Account name: _____

BSB: _____ Account Number: _____

If you paid via credit card, your refund will be returned to that card.

Demo Saddle Program Rules - Terms of Trial:

- 1) A security deposit equal to the current value of the demo saddle is taken via credit card, direct deposit or PayPal, in advance. These funds will be held as a security deposit against the saddle until it is returned to us, with NIL DAMAGE.
- 2) You, the customer are responsible for the saddle until it is returned safely to us by INSURED and REGISTERED POST. HEST will cover the insurance to you however not on the return trip. You are responsible for postage costs both ways. It is important that you assume full responsibility for the saddles condition & safe keeping during the trial period.
- 3) The length of the trial is 10 days from receipt of the saddle. If you require any additional time, just reach out. Delivery charges are dependent on location. We will deduct the postage and demo fee (\$120) from your refund once the demo saddle has been returned as per conditions stipulated above.
- 4) Saddles and any accessories must be returned in the same condition as they were received. Clean and hair free. If the saddle or accessories are returned with excessive wear and tear including scratches and dents to the leather or excessive marking on girth straps or flaps and/or stirrups, we will have to retain a portion of your security deposit to cover this damage. If the saddle and/or accessories are returned dirty and/or hair on it, a cleaning fee of \$25 will be deducted from your refund. If the stirrup leathers are attached underneath the saddle flap, please keep it this way. This prevents wear on the flaps.
- 5) Do not wear dark denim, silicone jods, or jeans with bling on them. These are all damaging to the saddle's seat leather.
- 6) If you need to transport the saddle in your car, please do so in the box provided only. Experience has shown that transporting saddles in the backs of cars has resulted in irreversible scratches to the leather. Unfortunately, this has resulted in the withholding of a full refund. Please be careful.
- 7) There is a demo hire fee of \$120 (inc GST) per saddle, which will be retained from your refund once the saddle is returned undamaged. However, if you decide to order a new saddle, this fee is refunded/waived.
- 8) If the postage cost to return the demo in the box provided is higher than expected, you may wrap the saddle and accessories in a good amount of bubble wrap and post it this way.
- 9) It is highly recommended that that you insure the saddle with Australia Post on its return trip. Your security deposit cannot be refunded if the saddle is not received by HEST.

Any questions, please do not hesitate to call 03 5427 3330 or send an email to dianne@hest.com.au

Now print, scan and email, this form to dianne@hest.com.au along with any additional information and/or photos that you think will be of assistance to us in helping you decide what size saddle you will need for you and your horse/s. **Please feel free to call us to discuss your requirements, 03 5427 3330.**

Additional information that you think will be helpful:

OFFICE USE - ITEMS SENT WITH DEMO SADDLE:

- ✓ Saddle _____
- ✓ Saddle Pad _____
- ✓ Stirrup leathers _____
- ✓ Stirrup leather keepers _____
- ✓ Saddle cover
- ✓ Stirrup irons _____
- ✓ Front Riser (Ghost saddles only)
- ✓ Wedged shims in pockets (Ghost saddles only)

POSTAGE COST: _____