



...Info on Trial Period, Pricing,
Repairs/Adjustments & Trade-in

IMPORTANT! READ BEFORE RIDING IN YOUR SADDLE!

Thank you for choosing Custom Saddlery. The enclosed saddle is either a demo for you to test or your actual saddle made to the specific measurements of you and your horse. Our confidence in our design and fit allows you to ride in our saddle as if it were yours: without having to wrap your stirrup leathers*. This allows you to test our saddles privately and at your own leisure.

*In the event that you decide to return the enclosed saddle, it must be free of damage beyond the "normal" wear from riding, ie. scratches, scrapes, cuts, etc. If there is serious damage beyond the "normal" wear, your credit card will be charged accordingly.

THE TEN DAY TRIAL IS A LIBERAL POLICY.

To get the most out of your trial, you need to ride in the saddle at least five or six times. If you need more time, or your horse develops a problem that would limit your riding in the saddle you can simply call us to request more time. THE IMPORTANT THING IS THAT YOU RIDE IN THE SADDLE! You will never truly know if it's the right saddle for you by simply riding in it once.

You have secured the saddle with a credit card. Your card has not been charged and will not be charged until you authorize us to do so, which will constitute your acceptance of the goods we have sent you. At the end of the trial, you will need to notify us of the status of your purchase, so we may process your sale or provide you with another style for trial. If we still have not heard from you after TWENTY days, your card will be charged and your purchase will be completed.

Once the saddle sale has closed, there are several options available to the customer if a problem should arise.

1. The fit at the time of sale is guaranteed. After the ten day trial and acceptance of the saddle, any adjustments performed at our shops or our mobile fitters can be completed but are at an additional cost.
2. The customer may try other saddles and pick another style. The estimated market value of their saddle as determined by Custom Saddlery, less 20%, will be applied to the regular purchase price of a new saddle.
3. Custom Saddlery can take the saddle and sell it on consignment, less 20% commission. If you have any questions, you can contact our shops at the toll-free number below or call one of our saddle reps directly.

TRADE-INS AND YOUR SADDLE'S VALUE

In the event that you wish to upgrade to a newer model, you may trade in your older Custom Saddle and use it toward purchasing your new Custom Saddle. We use a standard six year depreciation basis on all of our styles. This means that we assume your saddle to depreciate or lower in value approximately sixteen and two-thirds percent (16.67%) each year. Anytime after three months, one full year of depreciation is deducted as the saddle is no longer in "new" condition. This is a standard we use for all styles and models. For example: on 01/01/12 Jane wants to trade-in her saddle that she purchased on 01/01/10. If her saddle's original price was \$3,000, she could expect to get a trade-in value of \$2,000 [$\$3000 - (\$3,000 \times .1667 \times 2)$].

PRICING: REPAIRS AND ADJUSTMENTS

From time to time your saddle may need to be examined or adjusted to better fit your horse. Below are prices for some of our most common services. If you have more specific questions about services and pricing, please contact us.

Saddle Calls	Contact Your Local Fitter for Pricing	New Seat (Replace Leather)	\$590-\$700
Tree Adjustment	\$200 ea.	Replace Seat Foam	\$350 ea.
Flocking (Add Wool)	\$150 ea.	New Knee Pads (Leather/Foam)	\$225 per pair
Complete Flocking	\$250 ea.	New Knee Rolls (Larger/Shaped)	\$195 per pair
New Tree	\$450 ea.	New Billets	\$40 ea. Or \$150 for full set



...Info on Your New Saddle & Buffalo Leather

FLOCKING

We have added additional flock in the front of the panel beneath the thigh blocks. This is a point where we anticipate settling. This allows for a better long term fit. **IMPORTANT:** the saddle may sit a little higher in the front initially. After a few rides it should begin to settle and mold to the shape of your horse's back giving proper balance for both you and your horse.

SADDLERY

Our saddles are made with the finest leather imported from England. Leather that is not of a natural tan color has to be dyed and a surface coat applied. This surface coating will wear away with time, but this does not mean the leather is defective. To avoid premature loss of surface coating please read the care instructions below.

BUFFALO LEATHER

If you have purchased a saddle made with our signature Buffalo Leather, you are in for a treat. Our buffalo leather is Asian Water Buffalo and is the finest Buffalo available.

****THIS IS NOT AMERICAN BISON/BUFFALO****

The thicker Buffalo leather used on the skirts and flaps is called Butt leather. It is a very heavily oiled leather and retains its oil very well over time. This translates into a very soft feel, color fade resistant and durable wear leather. The flaps and skirts need very little maintenance aside from day to day dusting with a medium-soft bristled brush and weekly conditioning.

GENERAL CARE OF YOUR SADDLE ****PLEASE READ****

YOU DONT NEED TO USE A CLEANER. Cleaners strip your leather of its natural oils and the dye at a much faster rate. We recommend you use Effax Lederbalsam with your saddle. This is a great conditioner that works wonders on both our buffalo leather and smooth leather saddles. These are the steps on how to best care for your saddle using this product:

1. With a tack sponge, rub the Effax Lederbalsm all over the saddle.
2. Take a medium-soft bristled body brush (we recommend you have one for just your leather goods.) and "brush" the entire saddle. This spreads the Effax evenly over the saddle, gets it into all the cracks and crevasses and makes the saddle stay more textured with time and use. Do this once a week to once every two weeks. Depending on how your saddle feels, you may need to apply more or less often.
3. After each ride, use this brush to get the residual Effax onto the leather as well as get rid of any dust you've accumulated during your ride. Your saddle's leather should be soft and supple.

NOTE: The suede-like appearance of buffalo seats and kneepads will smooth out over time but keep its grip with proper conditioning.

OILING

There are times when the sweat from the horse will affect the saddle leather, and it will start to feel dry and stiff with a possible loss of color. To prevent this, treat the back of the flaps with neatsfoot or cod liver oil. The backside or the flesh side of the leather will absorb the oil and renew the leather without damaging the pores. You can tell it's the flesh side by its slightly rougher appearance than the smooth or finished side. Pay attention to the feel of the leather. When it starts to feel dry or stiff, you know its time to oil your flaps and condition your entire saddle as described above.

Respect your tack

NEVER dry leather with heat or direct sunlight.

NEVER place saddle on gate posts or fences as this will damage the gullet of your saddle.

NEVER ride in denim jeans with inside leg seams and be sure your stirrup leathers are not rough as this will wear away the surface of the leather.

NEVER pull on the rear of your saddle to mount your horse as this will weaken or twist the tree of your saddle. Use a mounting block!

KEEP THESE INSTRUCTIONS AND ENJOY YOUR SADDLE FOR YEARS TO COME!