

Charles Owen Helmet Accident Replacement Policy

If you were involved in a riding accident, it is paramount that you replace your helmet. The materials used in riding helmets is specifically designed to withstand a single impact. Once an impact has occurred, the helmet is considered compromised and may not protect you in a secondary accident. Please keep in mind that the impact does not have to happen while riding. Dropping a helmet onto concrete or hard flooring can also damage the internal structures, even if there is not obvious external damage.

Charles Owen will gladly replace any helmet involved in a horseback riding accident. The owner of the accident helmet needs to fill out an Accident Report Form. All helmets must be returned to the place of purchase after submitting the accident report form.

The replacement program is as follows:

65% off of retail during the 1st year of ownership
50% off of retail during the 2nd year of ownership
20% off of retail during the 3rd year of ownership