



Polished Saddles Ltd
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Please see below for information on the 5 day trial, available on all second hand saddles.

1. Trials are only available in the UK.
2. All second hand saddles purchased in the UK automatically come with a 5 day trial – you do not need to select an additional option at checkout.
3. All saddles must be paid for in full before they are despatched for trial.
4. On receipt of payment saddles are despatched within one working day on a fully tracked and insured next working day courier service.
5. Your 5 day trial starts the day the saddle arrives with you. The day your saddle is delivered is day zero.
6. The trial last 5 calendar days – not working days.
7. Your trial ends at 5pm on day 5 of your trial.
8. If you do not wish to keep the saddle you must let us know before the end of your 5 day trial period. We recommend you do so via email or by using the form on our website.
9. Failure to notify us of your intent to return the saddle before then end of the trial will mean we consider the saddle sold, and we will no longer accept it as a return.
10. There is a £10 administration fee applied to all saddles returned from trial. This is to cover our administration costs and fees incurred. This will be deducted from your refund.
11. Saddles must be returned to us within 10 working days of the saddle arriving with you. If saddles arrive back with us any later than this a charge of £5 per day will be deducted from your refund.

12. Once the saddle has been returned – assuming it's in the same condition it was sent out in – you will be refunded for it in full minus the administration fee. Postage and/or fitting/travel costs are not refunded.
13. All saddles are photographed before they are sent out and any imperfections carefully recorded.
14. Should your parcel be damaged on arrival, please take photos of it before opening. Should the contents be damaged please also photograph this and contact us immediately. It is very important that you contact us within 24 hours of receiving your order should it be damaged.
15. All saddles are photographed before they are sent out and any imperfections carefully recorded. Should a saddle be damaged while it's on trial, it will not be accepted as a return and no refund will be given.
16. You are responsible for the return postage costs. We are happy to arrange for a courier to collect the saddle from you, the cost of doing so is £20 which will be deducted from your refund. You are welcome to arrange your own return postage. We strongly recommend that you use a fully tracked and insured service. We cannot be held liable for any loss or damage before the saddle is received by Polished Saddles Ltd.