



## Dealer Terms and Conditions

### Our Product:

Saddlemans offers only the finest quality Brazilian Hair on Hides. Each hide is hand-picked for its quality. Each hide is unique and individual in its own way. Photos on our website and in our marketing materials are representative of the category of hide. If you wish to try to match a photo, please send us the picture with your order and we will strive to match the hide as closely as possible. We do not guarantee a perfect match.

### Terms:

We accept Visa and Master Card. If you wish to utilize Net 30 a credit application must be submitted for approval. This will be done through our factoring company, Lyon Capital. Invoices from us must be paid directly to them at the address on the invoice. All accounts must be current with Lyon in order to process a new order.

### New Accounts:

New accounts must provide us with the following information:

- All pertinent business info, including bill to/ship to, fax number, email address and resale number.
- Opening Orders require a 6 piece minimum; if you are opening your account with a sewn rug order the minimum is \$1,000.

### Placing an order:

Orders are accepted via fax (505-424-1889) or email ([info@saddlemansofsantafe.com](mailto:info@saddlemansofsantafe.com)). We will send you a copy of your sales order once it is entered.

### Custom Orders:

We require a non-refundable 50% deposit on custom orders in order to begin production. The balance is due in full at time of shipping. Custom Sewn Rug Orders typically take 8 – 10 weeks to arrive in our warehouse once the order is placed. If you are ordering a large lot (12 or more) of one particular hide, the time frame to receive in our warehouse is approximately 6 weeks from when you place your order.

### Order Processing:

All orders are processed in the order in which they are received. Typical turnaround time on an order is 3 – 5 business days, unless we are in peak season. At this point it could take up to 2 weeks to process an order if it is in stock.

### Shipping:

We ship via UPS Ground. Shipping time is typically 3 – 5 days. Upgraded shipping is available, please ask us for an estimate if you require your product sooner. We ship according to weight and therefore cannot accurately provide you with a shipping quote until your order is packaged and ready to go. We estimate shipping to be 10% of the cost of your order. Additional charges will apply to oversized or extremely heavy items, as well as for LTL freight and international orders.

We will drop ship to your customers. The fee for this is \$10 per order.



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### Backorders:

All backordered items remain open unless we receive a written notice of cancellation from you. Items will ship as we receive them in our warehouse.

### Cancelled orders:

Cancellations received after orders have been packaged and processed are subject to a 10% restocking fee. You will still be subject to the shipping charges as well as any surcharges for recalling a package. Sewn rug orders cannot be cancelled once placed.

### Returns/Exchanges:

Damages and shortages must be reported within 72 hours of receipt. Please call us to discuss any issues with product you have received. We will request a picture in order to issue an RA. Any hides returned to us without an RA will be refused and returned to sender.

If it is determined that there is a defect in the product that is beyond the qualities inherent in natural cowhides (branding, coloring, etc) we will issue a call tag for the product.

All hides returned are for Saddleman's credit for use towards a future purchase. If you are a net 30 customer you will be responsible for the invoice in full within the timeframe specified. No future orders will be processed if your account is not current with Lyon.

All credits are applied upon receipt of received merchandise. We will process the exchange once the damaged merchandise is received back in our warehouse. If you wish to process your exchange sooner, we will ship out the replacement and charge your credit card. In this instance only would we credit back your card upon receipt of the merchandise.

Hides, any hides we ship will not appear exactly as seen in photos. If you wish to try to match a photo, please send us the picture with your order and we will strive to match the hide as closely as possible. We do not guarantee a perfect match.

### Maintaining Dealer Wholesale Status:

In order to maintain your dealer wholesale pricing status with us, a minimum of 4 hides or 1 sewn rug of \$1,000 or more, must be purchased within a 12 month time frame. If these minimum order standards are not met, you can still order our hides at our designer net pricing. Of course, you can revert to your Dealer Wholesale status by placing a new 4 hide order with us.

Agreed and accepted: \_\_\_\_\_

Date: \_\_\_\_\_