



## Designer Terms and Conditions

### Our Product:

Saddlemans offers only the finest quality Brazilian Hair on Hides. Each hide is hand-picked for its quality. Every 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. Because of the individual nature of each hide, the hide shipped will be representative of color and pattern.

### Terms:

We accept Visa and Master Card.

### 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.

### Placing an order:

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

### Custom Sewn Rug 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.

### 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. 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.

### 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 15% 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.



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### 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 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.

All returns are subject to a 15% restocking fee, in addition to shipping charges.

### Product Exchanges:

In the unlikely event you or your client is unhappy with your hide, we will accept an exchange within 72 hours of receipt. You are responsible for the return freight charge for the hide as well as a 15% restocking fee and the freight to ship the new hide to you. Please note that you need to call Saddleman's to obtain an RA# which must be clearly marked on your return package. Exchanges received without a RA# will not be accepted.

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

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