

. Deva Saddle Fitting & Flocking

Terms of Business and Conditions of Supply

These terms govern the supply of goods, services and digital content by Deva Saddle Fitting & Flocking. By using our services, you agree to be bound by them.

1. Who We Are

- Trading names: Deva Saddle Fitting and Deva Saddle Fitting & Flocking
 - Contact:
 - Email: info@devasaddlefitting.co.uk
 - Phone: 07905 948194
 - We may contact you by phone, email, post or social-media message.
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2. Terms of Engagement

- Accessing our website or booking services means you accept these terms.
 - You must be at least 18 and legally able to contract.
 - If you disagree with any term, please do not proceed.
 - Your statutory rights under English and Welsh law remain unaffected.
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3. Pricing & Payment

- Prices are shown on our website and may change; delivery costs may apply.
 - Appointment confirmations are sent by text and/or email.
 - Cancellation fees:
 - 48 hours' notice: no charge
 - < 48 hours' notice: 50% of consultation fee
 - No-show: 100% of consultation fee
 - Payment terms:
 - Consultation and call-out fees vary by location; payable directly to the fitter on the day
 - These fees are non-refundable
 - Additional horses at the same location incur extra charges
 - All goods (new/used saddles, repairs) must be paid in full on delivery or collection, unless agreed otherwise
 - Ownership transfers only once full payment is received
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4. Returns & Refunds

- Standard saddles (excluding custom-made and intermediary sales) qualify for a full refund within 14 days.
 - Items must be unused, with tags and original packaging.
 - Used saddles: up to 10% deduction if ridden during the trial period, at our discretion.
 - Custom saddles: non-refundable; deposits non-refundable after 7 days.
 - Cancellations must be in writing within 7 days for a refund minus any incurred costs.
 - Faulty goods must be reported immediately; allow up to 28 days for inspection and replacement.
 - These policies do not affect your statutory rights.
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5. Saddle Fitting & Flocking Services

- Used saddles may show signs of wear; descriptions are subjective.
 - All saddles are sold as seen; payment confirms acceptance.
 - Trial period: 14 days to assess fit and comfort (excludes custom saddles and intermediary sales). Damage or unapproved alterations during trial may reduce refund value.
 - Fit guarantee:
 - Return within 14 days for a free reassessment and adjustment (travel costs apply).
 - Within 30 days: adjustments at reduced rates; travel costs payable by the customer.
 - After 30 days: standard rates apply.
 - Flocking:
 - Reflocked saddles require bedding-in; recommend recheck within 12 weeks.
 - Adjustments within 14 days are free.
 - Flocking services are non-refundable.
 - We recommend bi-annual saddle checks.
 - Disclaimer: we are not liable for issues arising from failure to follow our advice.
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6. Used Saddles Sold on Behalf of Clients

- We may sell used saddles on behalf of clients; these are sold as seen and non-refundable.
 - Receipt of payment confirms acceptance of these terms.
 - Post-sale alterations, reflocks, repairs or modifications are the purchaser's responsibility and incur additional charges.
 - Neither we nor our client accept liability for post-sale changes or associated costs.
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7. New Saddle Purchases

- New saddles purchased through Crewe Saddlery are governed by Crewe Saddlery's own terms, which you must review and sign.
 - New saddles supplied directly by Deva Saddle Fitting & Flocking fall under these Terms.
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8. Damaged Items

- Report damaged goods by email within 3 working days of receipt.
 - Claims made after this period may not be accepted.
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9. Data Protection & Privacy

We comply with UK GDPR and the Data Protection Act 2018.

- Collected data: name, contact details, horse/saddle information, payment data, communication history
 - Purpose: service delivery, appointment management, payment processing, optional updates
 - Sharing: only with trusted suppliers or as legally required
 - Your rights: access, correct or delete your data; opt out of marketing
 - Security: we implement appropriate safeguards
 - Retention: data is kept only as long as necessary for service and legal purposes
- For full details, see our Privacy Policy.
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10. Governing Law

These Terms are governed by the laws of England and Wales. Any disputes will be dealt with by the courts of England and Wales.