



ALAMO SADDLERY, LLC

CUSTOM ORDERS RETURNS, STOCK RETURNS TERMS AND CONDITIONS

EFFECTIVE: MARCH 1, 2021

Returns:

- All Alamo Saddlery products have 10 days of shipment date to be inspected.
- What does NOT qualify as a authorized return:
 - Leather Color- All hide will vary for time to time (in the slightest)
 - All-NATURAL veins and moles on leather- All hide is preserved in its natural state, hide flaws ARE NATURAL DETAILS.
- All returned stock items are to be return in the EXACT SAME CONDITIONS in which it was shipped
- All returns are subject to a 20% restocking fee.
- All returns fees are the responsibilities of the customer
- All returns require prior authorization from Alamo Saddlery sales representative. (no exceptions)
 - Return address: Alamo Saddlery 10 Finegan Rd. Del Rio, TX 78840
- All refunds are granted once items are received and inspected

Custom Orders:

- All special custom-made orders must have a 50% down payment to proceed into production (non-refundable, no exceptions). The remaining 50% is to be paid before shipment. Once a draw between a customer and sales representative is agreed upon through e-mail/ phone/ in-person, and it is sent to the factory, IT CANNOT BE CHANGED OR ALTERED IN ANY WAY. If a change is needed and can be done additional charges will apply.
- For any single custom item there will be a 20% upcharge upon approval. All specific details will be required to be listed and must be approved when the draw is received. Once draw is approved changes CANNOT be made. (Custom is any item that is not stock ex. Change leather color, background color paint, and cosmetic details such buck stitch, fringe, crystals and spotting. We do not change physical shapes of our items.)

PRICES:

- Prices are subject to change at any time, without notice.

CUSTOM RETURNS:

- All returns require prior authorization from Alamo Saddlery sales representative. (no exceptions)
 - Return address: Alamo Saddlery 10 Finegan Rd. Del Rio, TX 78840
- All items should be inspected upon receipt and claims should be made within 10 days of shipment date.
- A call for an RA # must be received, and must accompany the merchandise returned.
- Please be prepared to show documentation of all complains, photo.. video.. etc. please send all documentation contact@alamosaddlery.com
- Custom orders will be charged a 50% restocking fee. (no exceptions)
- Restocking fee is subject to change at any time without notice.
- Restocking fee is subject to inspection, once item is returned Alamo Saddlery has up to 72 business hours or more to inspect the item, once assessed a refund will be granted.
- All returned are to be returned in the same condition in which they were received.
- All returned custom order shipping costs are the responsibility of the customer.