



## **Thank you for your Täkt Saddlery order!**

At Täkt, we understand that ordering a bespoke saddle may be intimidating and it is our goal to answer every question you may have about the process. Täkt has developed this list of FAQs to answer questions you may have; and we are readily available should you need additional assistance.

### **How do I pay?**

Täkt will email you an invoice to review and securely pay online. This is the opportunity to finalize your saddle design, the materials chosen, and color options. Täkt accepts all major credit cards including Visa, MasterCard, Discover, and American Express and accepts ACH payments (online bank transfers). Payment of the invoice is your acceptance of Täkt's published *Terms and Conditions of Sale*. You may also pay your Täkt Sales Representative via a check made out to Täkt Saddlery Incorporated. If payment is made by check, you will be emailed a paid invoice receipt acknowledging acceptance of Täkt's published *Terms and Conditions of Sale*.

### **What if I change my mind on the design of my saddle after payment?**

Review and payment of your online invoice is the opportunity to finalize your order; however, Täkt understands changes are sometimes desired and we will try to accommodate these requests.

### **How long will it take to receive my new bespoke saddle?**

Täkt saddles are entirely hand crafted in England to specific order details. Due to this process and the many factors involved, we are unable to guarantee delivery dates. When an order is paid, your saddle build is scheduled with one of our experienced saddlers. Täkt is happy to share the crafting schedule and updates; however, please note that these dates may be subject to change.

### **I received exactly what I ordered, but now I would like to change an element?**

On very rare occasions a saddle that has been built and delivered to your exact specifications doesn't work for you (i.e., your selected block and block location isn't comfortable). You have seven (7) days from delivery to bring this to Täkt's attention. Täkt will work with you to find a solution that meets the needs of both parties. Normal "wear and tear" applies.

### **What is normal wear and tear?**

Täkt Saddlery considers normal wear and tear to be the use of saddle on one horse/day. This applies to Täkt Bespoke Saddles, Täkt Stock Saddles and Täkt Loaner Saddles.

### **What is the warranty on my new bespoke or stock Täkt saddle?**

Your new Täkt saddle carries a limited 5-Year Tree Warranty and limited 2-Year Workmanship and Materials Warranty\*. This warranty excludes damage due to neglect, misuse, mistreatment, and normal wear and tear. In the event of a warranty claim, proof of purchase and an inspection by an authorized Täkt representative will be required. Täkt products are warranted only when purchased through an authorized Täkt dealer or representative. Any alterations or repairs will invalidate the warranty unless expressly authorized and performed by an authorized Täkt representative. *\*Applies to Saddles purchased from 4.1.20 onward. All Saddles purchased 3.31.20 and before have a 2-Year Limited Tree Warranty*

### **Do I receive accessories or other items with my saddle?**

Full price bespoke saddle orders include your choice of a Täkt branded gift (baseball cap, polo shirt, sun shirt, soft shell vest, or other available options). All new Täkt bespoke and stock saddle purchases include an initial flocking adjustment.

### **When do I receive my initial flocking adjustment?**

Täkt recommends that you schedule your initial flocking adjustment after 45 riding hours, but before 60 riding hours. However, if you feel like your saddle may require maintenance sooner, please do not hesitate to reach out to your Täkt Sales Representative to schedule an appointment.

### **What if my Täkt Loaner Saddle™ needs a flocking adjustment or other maintenance while in my possession?**

You are responsible for the care and all costs of maintaining and repairing the **Täkt Loaner Saddle™**. The **Täkt Loaner Saddle™** must be returned in a similar condition as when it was supplied, less normal wear and tear. Customers should expect to have the **Täkt Loaner Saddle™** flocking adjusted at least once every 45 riding hours, more if necessary.

### **Who is permitted to do maintenance or repairs on the Täkt Loaner Saddle™?**

ONLY authorized Täkt Representatives are allowed to provide maintenance or repair services on the **Täkt Loaner Saddle™**. A saddle inspection and/or assessment fee of \$300, plus all restoration costs, are payable to Täkt for unauthorized work on a **Täkt Loaner Saddle™**.

### **My Täkt Loaner Saddle™ is so comfortable, I'd love to use it on other horses I ride.**

As tempting as it may be to use your **Täkt Loaner Saddle™** on other horses, *please refrain from doing so*. Your Täkt Sales Representative has fitted and flocked your **Täkt Loaner Saddle™** specifically for the horse for which you ordered your saddle. Using this **Täkt Loaner Saddle™** on any other horses may stretch the tree or move the flocking, which will compromise the fit for your horse and possibly even damage the saddle.

### **My horse has changed shape and now my saddle doesn't fit. What are my options?**

There are many reasons, both positive and negative, why a horse's back changes shape. These reasons include but are not limited to, a young horse that is still filling out and developing muscle thereby changing their topline; excessive weight loss or gain due to lay-up, injury, or surgical recovery; and change in discipline or training program.

Täkt has the most generous trade-in program in the industry and is one of the many reasons why customers choose Täkt. Just contact your Täkt Sales Representative and we will assess the condition of your saddle and prepare a fair trade-in price for you. That value will be applied toward a new Täkt saddle of your choosing. You will also have the use of a **Täkt Loaner Saddle™** while your new Täkt saddle is crafted.

### **I have a new horse and need another Täkt Saddle – does Täkt offer a Returning Customer Discount?**

Täkt Saddlery greatly values our customers and returning customers. As a Valued Returning Customer, Täkt will offer a discount on a full price bespoke or stock saddle for your new horse. This discount may not be used with any other Täkt promotions.

### **My new saddle was delivered, but it feels different than the loaner, even though it has the same specifications.**

Since each bespoke saddle is hand crafted by an experienced, qualified saddler, there may be slight differences between your **Täkt Loaner Saddle™** and your new, bespoke Täkt saddle. For example, adjustments to the block and seat padding will have a different feel than your **Täkt Loaner Saddle™**. Please note that your new saddle will need a break-in period. If your new saddle is not 100% to your liking, Täkt is more than happy to recraft your saddle at no extra cost.

### **What happens if my bespoke saddle is not exactly as I expected or if a customized item is not right?**

Our saddles are handmade by artisan crafters, not machines. Täkt saddlers pay great attention to the details of each order; however, there may be times when an order is not delivered as expected. This is the nature of high-quality, handmade, luxury products. Täkt will recraft your saddle and you may use a **Täkt Loaner Saddle™** while your new saddle is being recrafted. Our recrafting policy is a “no fault” policy. This “no fault” policy affords both the customer and Täkt the opportunity to redesign, refit, or change a specification and deliver the best service and saddle for you and your horse. As part of Täkt’s “no fault” policy, we do not offer refunds regardless of the reason for recrafting.

### **Will I receive updates on my saddle?**

Yes. We do our best to inform customers of updates as we receive them from the shop and the saddlers and Täkt will inform you when your saddle is ready to be shipped from England. Once your Täkt saddle arrives in the United States, we complete a detailed Quality Control inspection to verify that your saddle is perfect and exceeds our high standards and *may* photograph your saddle for marketing purposes. We will then send you photos and ship the saddle to your Täkt Sales Representative for hand delivery.

### **How do I care for my new saddle?**

Täkt recommends using a slightly damp cloth to remove dirt and sweat after each use and condition the leather occasionally using only beeswax-based products. Täkt does not recommend the use of oil as oil can damage the interior components of the saddle. For NuBuck, or similar textured leather, use only a light brushing to remove dirt. If your saddle has patent leather, use a small amount of Windex on a soft rag to get it looking new again. Do not store wet or dirty saddle pads or wet girths on top of your new saddle. You must store your saddle on a padded rack, in a temperate, dry environment and keep it covered when not in use. We recommend the use of stirrup covers to protect the flaps of your saddle. Do not keep irons crossed over the seat when not in use as this will create damage to the skirt of your saddle.

### **Will any type of stirrup leathers work with my new saddle?**

Yes. However, if you have crystals on your leather keepers, we **highly** encourage the use of T-Bar leathers to lessen the possibility of popping the crystals out of the keepers.

If you have additional questions, please feel free to contact your representative for help, or reach out to Courtney Vesel, Täkt’s East Coast Sales Director, and she will be happy to assist.

THANK YOU for choosing to ***Ride with Täkt!***