



Terms & Conditions

About Us

The Old Dairy Saddlery are completely dedicated to your total satisfaction. If you have any suggestions or comments please email us using the link on the store page.

Our Contact details:

Old Dairy Saddlery, The Street, Newchurch, Romney Marsh TN29 0DZ

Phone: 0330 024 14 12

Email: sales@olddairysaddlery.co.uk

Returns Policy

Your rights to return goods are protected under the EU Distance Selling Directive which can be found at <http://www.hms.o.gov.uk/si/si2000/20002334.htm>

All goods are subject to approval. Unspoiled goods may be exchanged or refunded if returned (at customers expense) within 28 days of order with proof of purchase. Soiled or damaged goods will not be considered for exchange or refund. Please use our returns form which accompanies your order and despatch this to us by traceable post or courier as we are NOT responsible for returned goods that are lost in transit. There will be no restocking fee on returned goods, however exchanged items will incur P & P charges of £3.50 for UK mainland. Other areas on request. Please notify us of any goods damaged in transit within 48 hours or no exchange will be considered.

Please ensure you contact the Customer Service team on one of the numbers provided prior to returning any items.

Old Dairy Saddlery Returns Dept, The Street, Newchurch, Romney Marsh, TN29 0DZ

Making A Purchase

Making a purchase could not be easier. Just browse our store, and add any items that you wish to buy into the shopping cart. After you have finished your selection, click on 'Checkout' and you will be asked for a few details that we need to be able to complete the order.

We accept all major credit cards. You may send your credit card information via phone, fax, email, mail or over the Internet.

When confirmation of order is received, this is to indicate that we have received your order. It does not indicate that a contract exists between us. We will indicate acceptance of your order, and hence a contract between us, when we send you an invoice. We have included this term to protect us in the case that a mistake has been made in pricing, we have inadvertently under-priced goods, or we are no longer able to supply a particular

product for some reason. In the case of a change of price, we will always contact you first to ensure that the price is acceptable.

Privacy Policy

Old Dairy Saddlery do not disclose buyers' information to third parties other than when order details are processed as part of the order fulfilment. In this case, the third party will not disclose any of the details to any other third party.

Cookies are used on this shopping site to keep track of the contents of your shopping cart, to store delivery addresses if the address book is used and to store your details if you select the 'Remember Me' Option. They are also used after you have logged on as part of that process. You can turn off cookies within your browser by going to 'Tools | Internet Options | Privacy' and selecting to block cookies. If you turn off cookies, you will be unable to place orders or benefit from the other features that use cookies. Data collected by this site is used to:

- a. Take and fulfil customer orders
- b. Administer and enhance the site and service
- c. Only disclose information to third-parties for goods delivery purposes

Guarantee

We guarantee your satisfaction. All of our products come with a 30 day no quibble guarantee.

Credit Card Security

When the order is placed at our website, credit card numbers are encrypted using 128 bit encryption. They are only decrypted after they reach our computer. They are not held in clear text on any web site.

Tax Charges

For orders made from the UK or the European Union, 20% VAT is added. All other orders are VAT free.

Back Orders

If your item is not in stock, we will back order for you. You will always be emailed with the option to cancel your order if you would rather not wait.

Delivery Schedule All goods are subject to availability and provided an item is in stock, goods should be delivered within 5-7 working days. International orders are generally received in under 14 days.

Shipping And Handling

For deliveries to Mainland UK and Southern Scotland you will be charged £4.95 standard delivery. Please allow 5-7 working days. For next day delivery (Items in stock) Monday - Thursday £8.00.

Export/Overseas orders:

Please email us on sales@olddairysaddlery.co.uk or contact us on 01793 854959 for a quotation for Europe and the rest of the world.

Despatch is normally next day for goods in stock, However under exceptional circumstances or increased demand please allow up to 28 days.

Please note:

It is important for a signatory to be present at the advised delivery address. The couriers cannot make a timed delivery, so if a signatory is not available at your usual address please consider an alternative delivery address where there will be a person or yourself to sign for the consignment. Bank holidays can delay deliveries.