

# Southern Cross Saddlery

## Custom Made Saddles

### Terms & Conditions

#### **Refund Policy**

Please choose carefully. As we do not give refunds if you change your mind or make a wrong selection. We are happy to offer a credit or an exchange of item however we do not give exchange or refund on sale items.

Exchange of an item must be within 7 days of purchase with copy of receipt.

#### **Changes or Cancellations to Custom Orders**

You must make any changes or cancellations to custom orders within five (5) business days from placement of the order or prior to the commencement of manufacturing of components whichever occurs first. Cancellations prior to either of these events will result in a ten per cent (10%) cancellation fee being charged.

If manufacturing of the order has commenced, a twenty-five percent (25%) restocking fee will be deducted from 50% Custom Order Deposit and the balance refunded to you.

#### **Postage & Delivery**

Goods are sent via standard Australia Post mail or Courier. If you require your goods to be sent Priority please let us know and we will be happy to discuss your options.

If you are ordering from a country other than Australia, a quote for freight will be sent to you via email before your transaction has been processed. We will then wait for confirmation from you before proceeding with your order.

#### **Payment Details**

Southern Cross Saddlery accepts the following payment methods:

- Secure Online Credit Card (Visa and MasterCard only) Credit card details are stored in a highly encrypted secure database. Payment by credit card is the easiest and most efficient method of payment
- Offline Payments If you would prefer to place your order over the phone please contact Southern Cross Saddlery on 07 5428 2278

#### **Contacting Us**

Southern Cross Saddlery is happy to speak with you regarding any enquiries you may have in relation to our products and services.

Email [sales@southerncrosssaddlery.com.au](mailto:sales@southerncrosssaddlery.com.au)

Phone 07 5428 2278