

## KINGSLEY RIDING - CUSTOMER WARRANTY

### Warranty

1. We are liable for the material defects or defects of title of delivered products according to the applicable statutory provisions.
2. All New boots come with a 6-month warranty which starts on customer's receipt of the boots. Only boots purchased from Kingsley Riding are covered under this warranty. This warranty covers the boots for repair (not replacement) of faults only of the boot.
3. If the damage is through natural wear and tear within this warranty period the repair and postage will be charged for. Customers are responsible to return the boots to us at their cost within this warranty time. Repairs will be done by Kingsley Riding where possible. There are some occasions where difficult repairs mean that they will go back to the factory in Portugal. Repairs are 10 – 15 working days. Repairs done by our factory are 4-6 weeks on average. Once a boot and / or a pair of boots is purchased, if there is any damage or fault, the boot cannot be replaced, only repaired, once worn outside, or on a horse and within the warranty period. You are only entitled to a refund if the boots are returned to us unworn, in a perfect condition and the packaging is in its original condition within 14 days of receiving them. There will be a £10 deduction if the box is damaged and unusable. Boots for repair must be returned in a clean condition, otherwise they will be returned to the customer at their cost.
4. After the six-month Warranty expires and no matter how often the boots are used there is a charge for repairs return and postage. Customers are responsible for returning them to us at their cost and choice of postage method. Boots must be returned in a clean condition.
5. We recommend that customers try new boots inside their home before they have decided whether they are happy with the fit. Once the boots have been worn outside or deemed used, the customer has accepted their sizing and design and these boots are non-refundable and cannot be exchanged.
6. If boots arrive and they do not fit, they can either be exchanged for a different size, if in stock, or altered, which will take 4-6 weeks for alterations and new orders. These boots have to be returned to us in as new condition and unused.
7. Once boots have been used outside, or on a horse, they are non-returnable. If boots arrive and they do not fit, they need to be returned to us in original condition with original packaging. If they show any signs of use outside or on a horse, they cannot be exchanged or refunded.

### DAMAGED OR FAULTY GOODS

1. Claims for damaged or faulty goods must be made promptly by telephone, email or post (**not by social media**). This does not apply to faults caused by accident, neglect, misuse or everyday wear and tear. Upon inspection we will repair the item.

2. We recommend returning your goods by signed for delivery. We can only assess boots for repair once we have received them. Any form of refund can only be made on receipt of boot and onto the same payment method made used on the original transaction.
3. Deposits placed on an order are only refundable after 7 working days of placing the order. After this time Deposits are non-refundable. Once the boots have arrived you will have 31 days to pay the balance before you will lose the deposit placed and the boots will remain as our property.

**All enquiries – [info@kingsleyriding.com](mailto:info@kingsleyriding.com)**