

Order Information

CALL: 1-800-989-1500

ONLINE: DoverSaddlery.com

MAIL: 525 Great Road, Littleton, MA 01460

FAX: 1-978-952-6633

EMAIL: CustomerService@DoverSaddlery.com

CUSTOMER SERVICE

For inquiries:

Call 800-989-1500/978-952-6300,

Mon-Sun 9am-9pm (Eastern)

Email customerservice@DoverSaddlery.com

Use our Live Chat @[DoverSaddlery.com/chat](https://www.doversaddlery.com/chat)

Mon-Fri 8:00am-11:00pm

Sat/Sun 9:00am-10pm (Eastern)

PAYMENT

We honor VISA, MasterCard, Discover Card, American Express, checks (see below) or money orders. Sorry, no CODs. We ship all orders promptly. However, occasionally items are not in stock due to manufacturers' delay. You will be notified of any delay. (On custom or special orders, please allow approximately 4-6 weeks for delivery or see delivery times, where indicated, with specific custom items.) Credit cards will be charged when items are shipped. Checks are deposited on receipt of order. Saddles ship for FREE.

CHECKS

Personal checks are only accepted with name, address and check number printed on check and must include telephone number, driver's license number and state of issue. All orders paid by check will be held for shipment until the check clears. Please expect some delay based on bank response times.

SHIPPING/HANDLING/PACKAGING

Free Shipping on orders over \$45. See charges on front of order form. Include any additional shipping/handling/packaging charges listed with an item. Our Standard Ground shipping typically delivers through your local post office. Rush processing is available; overnight, 2-day and 3-day. FedEx-imposed oversize/overweight charges may apply on products FedEx deems as such. All orders are shipped F.O.B. shipping point. Packages are processed during normal business hours Mon-Fri.

GIFT CARDS

Our gift cards come in any amount. Cards never expire; no fees apply. Call 800-989-1500 or shop online to order. E-gift cards are available and can be delivered immediately or scheduled up to a year in advance.

10% OFF FOR ACTIVE AND RETIRED MILITARY PERSONNEL*

All of us at Dover Saddlery are grateful to the men and women who have served our country, past and present, all over the world. We honor your bravery, and thank you for your service. All active and retired members and immediate family are invited to participate. Details at DoverSaddlery.com/MilitaryDiscount. *Excluding Manufacturers' Restricted Price products.

10% OFF FOR USEF MEMBERS

Dover Saddlery is a proud partner of the United States Equestrian Federation and Dover Saddlery USEF Hunter Seat Medal Final. USEF members save 10% off* their order through the member perks program.

Visit DoverSaddlery.com/USEF for more information.

*Excluding Manufacturers Restricted Priced products.

CUSTOM ORDERS

We require full payment prior to processing custom orders. Visit DoverSaddlery.com/Custom.

SPONSORSHIP

For more than 45 years, Dover Saddlery has been supporting horse and rider starting with their very first lesson. Our commitment to our local store riding communities is important to us. To learn how Dover Saddlery can support your horse show, club or event, please visit DoverSaddlery.com/Sponsorships.

MANUFACTURER RESTRICTED PRICE

For years you've counted on Dover Saddlery for the best value. We'd love to do even more, but unfortunately, some of our manufacturers restrict the selling price and prevent us from discounting any Manufacturer Restricted Price (MAP) items (previously identified as Premier) in our promotions. MAP items are the result of a manufacturer's MAP policy, which means that this is the lowest price at which a retailer can advertise the product for sale. United States antitrust statutes permit manufacturers to provide retailers, such as Dover Saddlery, with these pricing restrictions.

MAIL PREFERENCES

We occasionally make our customer list available to carefully selected companies whose products or services may be of interest. If you prefer not to receive their mailings, please copy your mailing label exactly, stating that you do not want your name provided to other companies, and mail it to: **Dover Saddlery Mail Preference Service, 525 Great Road, Littleton, MA 01460.**

MOVING/DUPLICATE CATALOGS

Please let us know your new address. We need both your old and new addresses. If you receive more than one catalog, send both back covers, indicate which address is correct, and send to: **Dover Saddlery Mail Preference Service, 525 Great Road, Littleton, MA 01460.** Feel free to pass along your extra catalog to a friend.

SADDLE POLICY

As riders and horse owners too, we want you to be 100% happy with any purchase from Dover Saddlery. Our 100% satisfaction guarantee lets you make a purchase in confidence: if you make a selection that does not suit you or your horse, you may return it for a refund, replacement or exchange within one year (some proration may apply. See DoverSaddlery.com/Guarantee). Purchases of used saddles must be returned within 30 days. For additional details, visit DoverSaddlery.com/Guarantee.

PROP. 65 WARNING FOR CA RESIDENTS

WARNING: Some products may contain chemicals known to the State of California to cause cancer, birth defects, or other reproductive harm. For the complete list of chemicals covered by this statute, please visit California's Office of Environmental Health Hazard Assessment at: oehha.ca.gov/proposition-65.

THE EASIEST AND BEST GUARANTEE IN THE BUSINESS

If something doesn't fit you or your horse, return your original purchase within a year, and we'll make it right with a refund, exchange or replacement. For manufacturer's defects we'll extend the manufacturer's warranty to 24 months. Exceptions: Safety items—helmets and protective vests may only be returned within 30 days, with their original tags. Saddles and riding boots may be returned within one year, but are subject to a prorated refund based on usage. Used saddles may be returned for 30 days only. Opened treats and vet meds are not returnable. Blankets must be clean and free of debris. See DoverSaddlery.com/Guarantee.

FREE RETURNS

Any sized item for you or your horse qualifies for a FREE return with the use of our convenient return label. See instructions on the back of our packing slip for all other returns. Non-sized returns start at \$7.95 with the convenient return label. Visit DoverSaddlery.com>Returns for details.





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Monday-Friday, 8am-11pm; Saturday & Sunday, 9am-10pm (ET).

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ONLINE: DoverSaddlery.com CustomerService@DoverSaddlery.com

Contact us on Dover Live Chat (Click on the Chat icon on top of each web page at DoverSaddlery.com)

Please charge my:



MONOGRAMMING

Table with 5 columns: Item #, Monogram No., Color, Initials, Price. Includes a TOTAL row.

(Add total amount to order form.) Allow 3-5 additional days for us to monogram instock items. *Underline last name initial.

Note: (fill initials in the order you want them to appear on the item.)

Credit Card Account No. (all digits)

Form for entering credit card account number with vertical lines.

Card Holder Signature

Money Order Check: Will be verified with check clearing service prior to shipment.

(Sorry, no CODB) See check requirements on reverse side.

Expiration Date

Form for entering expiration date with vertical lines.

Special Shipping/Handling/Packaging

1. FedEx overnight charges may apply; see reverse side for details. Please include any additional shipping charges listed with each item. 2. APO, FPO and DPO orders ship USPS. Add additional \$20. 3. Alaska, Hawaii, Puerto Rico and Virgin Islands—orders under \$45 ship for \$24.95; orders over \$45 ship for \$17.00. Second Business Day and Next Business Day service available. See DoverSaddlery.com/Shipping for more details.

Ship to: (Fill out only if different than Bill to.)

Name, Address, City, State, Zip, Daytime Phone No., Email form.

Name, Address, City, State, Zip, Phone No., Email form.

WHAT TYPE OF RIDING DO YOU MOST OFTEN DO? Please list only one.

Important! Include size, color, style where necessary. Indicate 2nd color choice.

Main product table with columns: Pg. No., Qty., Item No., Color Choice, Size, Description, Item Price, Total.

PERSONALIZATION

Personalization table with columns: Item #, Logo, Color, Style, Personalization, Price.

(Add total amount to order form.) Allow 1-2 weeks additional delivery for personalization.

FREE SHIPPING on orders over \$45**

SHIPPING/HANDLING/PACKAGING

We normally ship instock orders within 1-2 business days after receiving them. After shipment, the in-transit time is the following:

Shipping & Processing table with columns: Processing & Shipping, Business Days from Ship Date, Under \$45, Over \$45.

Summary table with columns: SUBTOTAL, Monogram, Personalization, TOTAL, Add. Applicable Sales Tax, Shipping/Handling, ORDER TOTAL.

** We collect sales tax in all states that require it. For tax exempt orders, include tax exempt form.

Free returns on sized items; see reverse side for details.

Shipping rates subject to change. All orders are shipped F.O.B. shipping point. *Requires Street Address. **Except for marked items. Note: Saturday delivery may not be available in all locations.