



DESIGNED TO FIT. BUILT TO PERFORM.



CLIENT INFORMATION

NSC.CO.NZ



CLIENT INFORMATION

TERMS & CONDITIONS

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The English Saddle Co

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Important Information About Your Saddle

Please retain for your records — your saddle information, warranty details and service log included

www.nsc.co.nz

Welcome

Congratulations on choosing NSC for your new top quality, English Master Saddler made saddle for you and your horse.

Where it all began

NSC – The English Saddle Co was formed in 2017 by the merger of two of the biggest English saddle specialists in New Zealand: National Saddle Centre NZ (NSC) and The English Saddle Company Ltd.

The National Saddle Centre and its mobile saddle fitting concept was started in the UK in 1992 by Josephine Dancy and was based on her previous ten years' experience in a retail saddlery shop. This was an enormous learning curve and included much trial and error with different saddle manufacturers and their methods, both in the UK and in Europe. NSC (still with Josephine at the helm) arrived in NZ in 2001 and quickly became New Zealand's largest and most trusted mobile saddle fitting service.

The English Saddle Company (ESC), was formed in 2010 by Catherine Baxter, with the aim of bringing a wider choice of high quality, affordable, hand-made English leather saddles to New Zealand. The mission was to:

- *Achieve true comfort, performance and fit for both horse and rider;*
- *Provide the ability to order saddles that specifically meet the requirements of both the horse and rider;*
- *Maintain high quality and affordability in all products.*

Catherine launched The English Saddle Co in order to cater for the increasing popularity of the broad, barrel-shaped horse with no wither, large shoulders, high in the hindquarters and with flat backs which are now taking their place alongside the ever-popular Thoroughbreds and lighter types. These horses need particular styles of saddles if they are to be ridden without causing repetitive soreness and injury.



Catherine Baxter



The English Saddle Co

THE DIFFERENCE IS — THEY FIT!

New Saddle Awareness

As saddle fitters with many years of experience, we realise that buying and fitting a new saddle is not an exact science and both horse and rider need time to become familiarised with this new, vital piece of equipment.

Every care will have been taken by your NSC Accredited Saddle Fitter to ensure that the saddle you have purchased is the best possible choice for you and your horse but as with a new pair of leather boots you must be aware of the following:

New Saddle Awareness

The leather in your saddle needs time and care to soften, and the wool-flocked panel time to perfectly mold to your horse. This can only be done by riding, cleaning and conditioning.

Your new saddle may well change your posture, riding position and where you apply your aids. The way your horse carries itself, (even more noticeable if your previous saddle did not fit well), is also affected. Over the course of the first few weeks, (we estimate about 20 hours of riding), the saddle should start to feel really comfortable and familiar to both horse and rider. It is not unusual to notice the horse going differently at the beginning of this process, and those with very sensitive horses, like people with very sensitive feet, should take this period slowly.

How many times have you worn new shoes excessively the first time? You may end up with a blister and some discomfort, yet these same shoes often become the most comfortable pair you own!

We advise you to ride initially for shorter periods: 15–30 minutes in a training environment — not in a competition, hunting or trekking environment.

In the vast majority of cases a reaction is nothing more than ‘new shoe syndrome’ and very transitory. Remember that your saddle fitter will have advised you on size and width as well as type of tree based on experience and qualification, and also that he/she will be aware of how much ‘give’ there is likely to be in a brand-new saddle. Like the new pair of boots designed to take hard wear, your new saddle will feel quite snug on your horse. If the saddle is fitted too loosely in the first instance, then this will lead to excessive movement, torsion and eventual loss of stability after only a short period of use.

You have wisely chosen a saddle on an English Spring Tree with wool flocking. Such saddles, whilst offering

an unparalleled degree of comfort and performance, do require maintenance and we urge you to have the balance and correct fit of your saddle inspected by an NSC Accredited Saddle fitter qualified to do any alterations and ensure optimum fit and performance. This is particularly important in the first few months of the life of your saddle and as your horse either matures, or its condition and work level alter. Equally important are after periods of rest, injury, or change of rider.

Some saddles, particularly those on horses with extravagant movement or those who change condition rapidly, need more frequent maintenance than others. Equally, those used on multiple horses or with a horse or rider with any asymmetry present, will need more regular attention.

Caring For Your Saddle

Once you have your beautiful new saddle, we know that you will want to care for it as well as you can to ensure it lasts you a very long time. All our saddles are made with top quality leathers, which if cared for properly, should last a lifetime.

IMPORTANT: *Make it a habit to thoroughly check the leather and stitching of your girth straps and stirrup leathers whenever you clean your saddle as these are crucial to your safety when riding.*

Applying Dressing

This should be done as soon as you have confirmed that your new saddle fits and certainly before you ride in it in the rain. A good coat of a quality dressing protects and feeds the leather your saddle is made from; this is very important to ensure the long-life of your lovely new saddle.

When applying dressing, ensure you include the back surface of the leather on the flaps, as this is where it is most easily absorbed, Generally one or two good applications at the start, followed by another a few weeks later will ensure that your saddle is well-protected initially. Ideally do this in a warm place and allow each coat to soak in before applying another. Following this, reapply whenever your saddle looks in need of a coat, i.e. when the leather starts to look worn and dry, and after each cleaning and when your saddle has become wet.

Saddles that have had regular applications of a quality dressing over the years can stand up to a lot more in terms of use and weather than those that have not. The first six months or so in particular make an enormous difference to the way your saddle will wear.

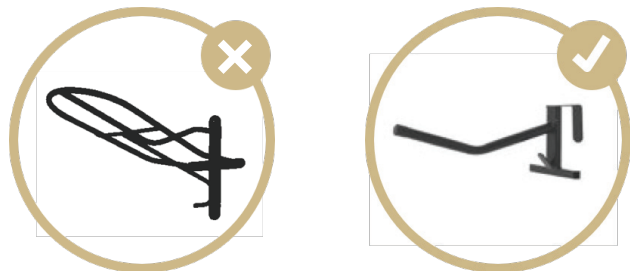
You will receive an NSC Leathercare Kit following your saddle purchase with full instructions for use.

Note for nubuck seats

All that is needed to clean them is to brush with a suede brush. This will lift the nap of the leather (which is the 'furry' surface of this leather) and help it keep its original texture, although some smoothing out will naturally occur due to the nature of riding in the saddle. Alternatively, dressing can be applied to the nubuck and this will then result in the nubuck taking on the appearance of smooth leather.

Storage

We do NOT recommend using the standard pipe-framed saddle racks (pictured below left) as they will cause indentations in the panels of your saddle over time. We recommend instead a single support under the gullet channel (pictured below right). If you do have the pipe-framed racks then the use of thick saddle blankets or similar can help reduce the damage to your panels.



Please also make sure that your saddle is not exposed to extreme heat (e.g. left in a car on a warm day, near a heater etc.) or stored uncovered in direct sunlight for long periods, as the leather will deteriorate quickly in these conditions.

IMPORTANT: *Failure to care for your saddle as advised may invalidate your warranty.*



The English Saddle Co

THE DIFFERENCE IS — THEY FIT!

After Sales Service: Maintaining Your Saddle

We strongly advise that you to have your saddle re-balanced within the first four months of use.

This fitting is crucial to ensure that your saddle continues to give you and your horse the optimum sympathetic fit and to identify any issues that may be present early on, so they may be dealt with before becoming a problem.



The First Post Break-In Check (within 4 months)

The balance of a new wool flocked saddle is at its most fragile during this initial wearing in process, and whilst not all need to be re-balanced, the vast majority need some balancing to keep the fit as sympathetic as possible. Many potential problems can be avoided by having an experienced eye check the balance and weight bearing surface of the saddle at this time.

Failure to adjust the fit of a new saddle post-break-in can mean that the leather panels may stretch irreparably, and the saddle may falsely be classed as having been 'wrong from the start' when all that was needed was an early intervention to maintain the correct balance. It is without doubt the most crucial service that your saddle will receive.

Like a car, your saddle needs regular professional servicing to keep things running smoothly throughout its lifespan.

NOTE: To preserve the 12-month materials and workmanship part of your warranty this check MUST be carried out prior to the end of the 6th month post-purchase by an NSC Accredited Saddle Fitter.

The Second Post Break-In Check (10–12 months)

By now your saddle (if you have been riding in it regularly) will be well moulded to you and your horse. It is important to maintain proper balance by checking the flocking and gullet width against any changes in the horse's shape.

Ongoing Servicing

Horses change shape continually change with age and development, seasonal changes, and as their level of work alters. Due to this, The Society of Master Saddlers advise the balance of your saddle is checked every six months as a best practice, or at minimum every 12 months.

If your saddle has been re-flocked several times or been altered to fit another horse, it is advisable depending on wear and maintenance, to have all the flocking removed and a full re-flock done. This helps prevent the panel from overstretching, and the wool becoming hard and unsympathetic.

At this time your NSC Accredited Saddle Fitter checks the internal rivets, staples and stitching, oils the inside of the saddle and treats the leather as required. This inspection and general overhaul may greatly increase the longevity of your saddle.

NOTE: To maintain your five year manufacturer's tree warranty you must have your saddle serviced at least every 12 months by an NSC Accredited Saddle Fitter.

Warranty & Saddle Repairs to NSC Saddles

5 year warranty on all trees

1 year warranty against defects in
workmanship or materials

Freight costs to or from
NSC are not included

It is important and your responsibility to regularly
check stirrup bars, e-bar hangers (if fitted) and
billets (girth straps), including stitching, for any
sign of wear

All repairs or adjustments must be done by an
NSC approved saddler or saddle fitter or
your warranty may be voided

All warranties are based with the
original purchaser only

Failure to carry out the Four Month Check and
subsequent annual checks with NSC Approved
Saddle Fitters may invalidate your warranty



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Repairs, Insurance Claims & Warranty

Please read the NSC repair, insurance claims and warranty policies carefully and to the end to ensure you know how to fulfill the warranty requirements.

Insurance Claims

In the event that your saddle is involved in an accident for which you have potential insurance cover please get in touch. We will advise where to send your saddle for a saddler to assess the damage. They assess the saddle in their workshop (time fees may apply) and will then give you a letter for your insurers confirming their assessment, and the cost of repair, or replacement if repair is uneconomic.

They will include the cost of a normal refit following repair, or the initial and a four month check and refit following replacement, so you are put back in the same position as you were prior to the accidental damage.

Please note that your saddle will likely feel different post-repair, in the same way a new unbroken saddle would.

It is not uncommon to find that the cost of replacing a broken tree of an older saddle is uneconomic as it requires our saddler to completely strip down the saddle, order the correct tree from the UK and then rebuild the saddle using the original leather parts which have often stretched and require considerable adjustment to fit the new tree. This whole process may take some time and during that time you may be entitled under your Insurance to hire a saddle.

IMPORTANT: If your Insurers agree to write off the saddle and provide you with a new one then acting under the recommendations of The Society of Master Saddlers we will not return the broken tree'd saddle to you in order to prevent any possibility of this saddle being poorly repaired and somehow finding its way back on to the market in a substandard and potentially dangerous condition.

In some cases there may be a salvage value in the remaining leather parts which we shall assess in each case. This is with the rider's safety and horse's welfare in mind.

Warranty Information, Terms & Conditions

1/ Statutory Rights -

These terms & conditions do not affect a customer's statutory rights.

2/ Saddle Manufacturer's Warranty -

The tree of the saddle is warranted for 5 years for NSC – *The English Saddle Co* saddles, manufactured under license in England. Please note, warranties only apply to the first purchaser.

The leather and components on all new saddles are warranted for one year from the date of purchase against defective workmanship and materials. In all cases these terms are subject to normal usage and conditions and normal wear and tear.

Any unauthorised repair or alterations to the product invalidates this warranty. Responsibility will not be taken for damage or defect caused by improper storage misuse neglect or accident.

Failure to arrange the four month check and/or subsequent annual checks by NSC Accredited Saddle Fitters may invalidate all or part of your warranty.

NOTE: Leather is a natural product and therefore there is likely to be some colour loss during the initial use of the saddle. The severity of the UV on materials in New Zealand is well documented. Every effort has been taken with our experience and research to provide the most colourfast leathers suitable for our climate. However, all leathers will show some degree of fading with time and in particular black leather. This is normal and should not be considered a defect and we cannot give any guarantees in this respect. This does not affect the integrity of the saddle or the leather. Regular applications of dressing along with keeping the saddle covered when not in use will reduce the likelihood of fading.

8/ NSC Warranty -

NSC – *The English Saddle Co* has a recommended policy that customers should ride on the saddle they intend to purchase before they buy. Therefore many saddles that are sold new and at full price have been test ridden on one or more occasions. This may result in minor scuffs to the leather which does not affect the integrity of the saddle and shall not be considered a defect. The entire test ride process is considered a benefit to the customer in helping them to make an informed decision before committing themselves to a significant purchase.

Where the fitting of a saddle is in dispute, this is between the Retailer/NSC Accredited Saddle Fitter and the client, as NSC does not employ any saddle fitters and takes no responsibility for any saddle fitting advice received or provided.

Where the issue is one relating to the manufacturer's warranty, the Retailer will act as go-between for NSC and the you.

9/ Warranty Claim Procedure -

It is the customer's responsibility to advise the retailer they purchased the item from (who will be their NSC Accredited Saddle Fitter) in writing and return the product to them (at an address that will be supplied on request) immediately if any claim under warranty becomes apparent.

NSC – *The English Saddle Co* will have the alleged defect assessed by independent experts in New Zealand. This opinion shall not constitute an acceptance of a valid warranty claim by the manufacturer but rather independent ratification that it is worthwhile sending the product back to the manufacturer overseas. In such an event NSC – *The English Saddle Co* will pay the costs of postage & packaging and will make best endeavours to lend the customer a suitable alternative saddle from their stock.

In the event that the claim is proven, the customer shall be provided with the original repaired saddle or a new equivalent saddle or their money refunded at the sole discretion of the manufacturer.

In the event that the warranty claim is not valid the customer shall be responsible for all costs incurred including payment for the rental of any replacement saddle supplied.

10/ Dispute Procedure –

The construction, performance and validity of these terms & conditions shall be governed by the Laws of New Zealand. Leather quality shall be evaluated by the Leather & Shoe Research Association NZ, and their decision shall be accepted as final. Metal quality shall be evaluated by Metal Test Ltd of Auckland. Their decision shall be accepted as final.

In the event that there is no independent expert saddle fitting body approved by Government training standards in New Zealand the technical aspects of any dispute shall be referred to and adjudicated by The Society of Master Saddlers of Great Britain.

Both parties shall be obliged to participate in a Mediation (Dispute Resolution) run by professional mediators to standards approved by the Law Society in New Zealand. In the event that the parties are unable to agree a resolution at mediation then the dispute may take its course through the New Zealand legal system.

Glossary

Flocking – *The filling that is inside your saddle's panels, in our saddles this is high quality long fibre wool. Our skilled saddle fitters can adjust the flocking inside the panels to best fit your horse*

Gullet or Gullet Plate – *The area under the head (front, pommel) of the saddle, the part that is adjusted to widen or narrow the fit.*

Gullet Adjustment – *The adjustment that is made to the gullet plate, up to one size either way, to adjust the width of the saddle fit.*

Gullet Channel – *The space between the panels running lengthways along the middle of the underside of the saddle.*

NSC Accredited Saddle Fitters – *The experienced and qualified team of saddle fitters throughout New Zealand who have been trained by NSC to retail the NSC range of saddles and accessories, and conduct fittings of the same.*

Rebalancing – *Adjusting the flocking (see above) inside the panels or gullet width to best fit your horse, or using shims if deemed necessary.*

Your Saddle Details - *please complete for your own records*

Model _____

Size _____

Leather _____

Bar _____

Colour _____

Other _____

Serial No. _____

Saddle Price _____

(we recommend you attach a copy of your invoice for your records)

Notes

Your Saddle Maintenance Log

In order to retain your full warranty and right to trade-in your saddle (subject to our full terms and conditions) you must ensure that you maintain your saddle as detailed in this document, and furthermore that this maintenance is carried out by NSC Accredited Saddle Fitters and recorded below. Completion of this log will also assist you should you wish to sell your saddle in future.

Date	Maintenance Carried Out	Fitter/Saddler Initials



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