



## **eStore FAQs**

### **Q. Do you ship internationally?**

A. Yes! You can place an international order by calling our office at 888-287-7432 or emailing [customerservice@downunderhorsemanship.com](mailto:customerservice@downunderhorsemanship.com). Be aware that international orders may incur an additional customs tax that you will be required to pay once it enters your country.

### **Q. Why does every item have two different prices?**

A. Every item has both a non-member price and a No Worries Club member price. No Worries Club members receive discounts (up to 50% off!) on all our products. You do not have to be a member to purchase products from us, but the discounts do add up. To read about the other benefits of being a club member, visit the website [www.noworriesclub.com](http://www.noworriesclub.com).

### **Q. Can I get my No Worries Club membership pricing online?**

A. Yes! Upon entering the eStore, click LOGIN at the top right corner of the screen. Then enter your login credentials. Keep in mind that your eStore login credentials may not be the same as your No Worries Club website login credentials. If you need assistance, don't hesitate to call us at 888-287-7432 or email [customerservice@downunderhorsemanship.com](mailto:customerservice@downunderhorsemanship.com).

### **Q. Why am I unable to log in to the store?**

A. If you can't log in, you may not have a store account set up yet. If you are a No Worries Club member, please call us at 888-287-7432 or email [customerservice@downunderhorsemanship.com](mailto:customerservice@downunderhorsemanship.com) to link your No Worries Club member account to the eStore, giving you the ability to get your discounts online. If you are not a club member, you can set up your own account by clicking LOGIN and then REGISTER.

### **Q. Can I sign up for a No Worries Club membership online and immediately receive discounts on products?**

A. Yes! During checkout, you will be given the option to sign up for the club membership. By clicking the signup box, it will walk you through the process of signing up for the club and will ultimately give you your discount upon checkout. You can also sign up for the club by going to the website [www.noworriesclub.com](http://www.noworriesclub.com) and clicking on REGISTER at the top right corner of the screen. If for some reason you are not receiving your membership discount, please do not submit the order – give us a call at 888-287-7432 and we'll be happy to assist you!

### **Q. I don't see the item that I'm looking for on the website. Do you still carry it?**

A. If you can't find what you're looking for, please call us at 888-287-7432 or email [customerservice@downunderhorsemanship.com](mailto:customerservice@downunderhorsemanship.com) and we'll be happy to assist you!

### **Q. How will my items be shipped to me?**

A. We'll ship your order to you the most economical and efficient way via one of the major carriers.

### **Q. Can you ship to a PO Box?**

A. Yes. As long as your order doesn't include a saddle and/or three or more training kits.

### **Q. How long will it take for my items to get to me?**

A. As a general rule, all orders placed before 2 p.m. CST will be shipped out that same day, as long as all items are in-stock. Orders placed after 2 p.m. will be shipped out the following business day. Once the items have left our warehouse, it generally takes 3 to 5 business days for delivery. International delivery may take longer depending on how long it takes the items to get through customs upon entering the country. Feel free to call us for tracking information.

### **Q. Do you offer expedited shipping?**

A. Yes. We offer the options of 3rd Day Select, 2nd Day, and Overnight, all via UPS.



**Q. Do you offer layaway?**

A. No

**Q. Do you offer financing?**

A. Financing is currently only available at our Walkabout Tours. Learn more about Walkabout Tours on our website <http://downunderhorsemanship.com/events/walkabout-tour/>.

**Q. What is your return policy?**

A. All of our products (with the exception of saddles) have a 14-day return policy starting the day after you receive the goods. If for any reason you are unhappy with your purchase or have simply changed your mind, please contact us within 14 days to arrange a return. The return of an item is the responsibility of the buyer unless an item is found to be faulty, in which case upon inspection of the returned item a refund will be given for the return postage. Please contact us in advance to arrange the return. We advise that buyers use a tracked service to return their items. Items need to be returned as delivered in the original packaging and complete.

**SADDLE RETURN POLICY:**

It is important that your new saddle fits both you and your horse and that you are satisfied with your purchase. When your saddle arrives, inspect it with care, saddle your horse with it using a clean saddle pad, and make sure you're satisfied with the quality and fit. If you are not satisfied, please call immediately for a return or exchange. Full credit will only be given if there are no signs of wear, dirt or use. ALL labels or tags must accompany all return saddles. You have five days from the delivery date to notify us of the intent to return the saddle, and we must receive it within ten days of notification. Please return saddles unused and with all components for a refund or exchange. We stress that a full refund will only be given if the saddle is clean and shows no evidence of use. All unauthorized returns may result in a restocking fee or denial of a refund. Shipping fees on returns are at the customer's expense and will not be refunded. Downunder Horsemanship is not responsible for any damages that occur during the process of a return. All custom ordered saddles are not returnable unless defective or an error on our part.

**Q. What is your return policy on training kits and DVDs?**

A. Training kits and DVDs fall under the standard 14-day return policy with the addition that we are unable to accept a kit or DVD for exchange or return if the outer wrapping is not still intact.

**Q. I bought my item a month ago, but I haven't used it yet. Can I return it if it's still in brand-new condition?**

A. We are unable to accept any items for return if they are outside of the 14-day return policy, even if they are still in brand-new condition. Make sure that you carefully inspect your products immediately upon receipt, even if you don't plan to use them right away.

**Q. I purchased an item at one of your events. Can I return it or exchange it for a different size?**

A. All sales made at an event (Clinic, Walkabout Tour, Ranch Rally) are final. Once you leave the event, we are unable to return or exchange any item purchased there.

**Q. When I return an item, will I get a full refund?**

A. As long as the item is returned to us in brand-new, re-sellable condition, with no evidence of use, you will receive a full refund on your item. We do not refund shipping costs.

**Q. Do you sell replacement parts?**

A. We do sell replacement parts for most items. You must have originally purchased the item through us in order to purchase a replacement part. Unless the item falls within our 14-day return policy, you will be responsible for the purchase and shipping of the replacement part.



**Q. Do you sell gift cards?**

**A.** Not at this time.

**Q. Do you have a retail store?**

**A.** Yes, we have a small retail store located at the Downunder Horsemanship Ranch at 13635 FM 3025, Stephenville, TX 76401. We are open Monday thru Friday 8 a.m. – 5 p.m., and are closed for lunch from 12 p.m. – 1 p.m. Feel free to stop by to take a look at our products and ask questions of our product experts. Please note that the ranch itself is not open to the public.

**Q. Can I test ride a saddle?**

**A.** Please refer to our Saddle Return Policy above. As long as you return the saddle in brand-new, resellable condition with no evidence of use, you are eligible to receive a full refund on the item. Any sign of dirt, wear or use will result in a restocking fee or denial of a refund.

**Q. How do I put together my mecate bridle?**

**A.** A step-by-step guide for putting together your mecate bridle and using the bridle to safely tie your horse can be found here: <http://www.downunderhorsemanship.com/pdf/mecateinstr2010.pdf>.

**Q. How do I tie the rope halter?**

**A.** A step-by-step guide for correctly tying a rope halter can be found here: [www.downunderhorsemanship.com/pdf/haltertying.pdf](http://www.downunderhorsemanship.com/pdf/haltertying.pdf). Or, watch a video at <https://www.youtube.com/watch?v=qeir62QOfA&index=1&list=PLfxm1vZyGNW0Uf8oyqU1CuWySwS-1uxJD> of Clinton demonstrating the process.

**Q. What size halter do I need for my horse?**

**A.** Our halters are available in eight sizes from newborn to draft. A guide to determine the size of halter you'll need for your horse can be found here: [www.downunderhorsemanship.com/pdf/haltersizing.pdf](http://www.downunderhorsemanship.com/pdf/haltersizing.pdf). Or, watch a video at <https://www.youtube.com/watch?v=du54ZHTTqiw&index=2&list=PLfxm1vZyGNW0Uf8oyqU1CuWySwS-1uxJD> of Clinton describing how to select the size of halter your horse will need.