

Freedom Rider Tack Shop

Order on line: www.freedomrider.com

toll free: 888-253-8811

How to Order



Order On-Line

Use our [on-line shopping cart](#) to instantly send your order to Freedom Rider. Our shopping cart is fast and easy to use. We accept MasterCard, Visa, and Discover through our secure on-line shopping cart. We will not charge your credit card until we process your order.

Call or fax us toll free

Call toll free **1-888-253-8811**. Please have your [order form](#) prepared and credit card ready. From outside the United States call 1-603-645-1811.

Fax toll free **1-866-522-4708** to fax your credit card order.

Mail your order to us at:

Freedom Rider
PO Box 4187
Manchester, NH 03108 USA

We accept MasterCard, Visa, Discover, personal check or money order for orders from within the United States and Canada. International orders must be paid by MasterCard, Visa, or Discover in US funds. Sorry, we do not ship COD. Orders paid for by check are processed when the check clears, usually in about seven business days. \$25.00 fee for returned checks. We will not charge your credit card until we process your order.

Questions? If you have a question about our merchandise or your order, call us Monday through Friday 8am - 5pm Eastern Standard Time toll-free 1-888-253-8811. From outside the United States, call 1-603-645-1811. [Contact Freedom Rider by email.](#) .

Guaranteed Prices

Every price in Freedom Rider is guaranteed through December 31, 2008. Prices are in US dollars. [Shipping and handling charges](#) are added to all merchandise. See below or the order form for [shipping charges for deliveries outside of the United States](#).

Shipping

We process and ship all orders promptly. Occasionally an item is not in stock, please allow 4-6 weeks for delivery of your order. Note: Occasionally, products depicted may differ from stock available at time of shipment, we reserve the right to substitute equivalent items.

Shipping and Handling Charges

All orders of merchandise are subject to the following shipping and handling charges:

Orders \$19.99 and under	\$7.50
Orders \$20.00 – \$49.99	\$9.50
Orders \$50.00 – \$74.99	\$12.50
Orders \$75.00 – \$99.99	\$15.00
Orders \$100.00 – \$199.99	\$18.00
Orders \$200.00 – \$299.99	\$21.00
Orders \$300.00 and up	7% of total order

The following additional charges apply to all orders:

Orders which include a saddle valued under \$500.00, add \$25.00 per saddle.

Orders shipped to any non-USA destination will be shipped US Mail Global Priority or Global Express and actual shipping costs will be charged.

Please allow 7-10 working days for most deliveries.

There is no shipping and handling charge for gift certificate purchases.

Returns

Freedom Rider is committed to your complete satisfaction. We will refund your purchase price and all shipping charges if there was an error in your order, or the merchandise you received was defective.

If you are not completely satisfied with any item* for any reason, return it in new condition, in its original packaging with all labels intact. Please do not use the original packaging as the shipping box or container. **Return it with its invoice within 15 days** for exchange or a full refund or credit of your purchase price (less any shipping charges). Returns after 15 days will be subject to a 25% restocking fee and will receive store credit. Any credit of less than \$10.00 will result in a store credit.

Address returns to:
Freedom Rider
PO Box 4187
Manchester, NH 03108

***Merchandise which has been used, worn, soiled or damaged may not be returned.**

Bits, books, videos, special sale items, clearance items, and custom made merchandise may be returned only due to a manufacturer's defect or error, otherwise they will be subject to a 50% restocking fee and receive store credit.

When testing saddles and saddle pads for fit, style and comfort, please place a clean sheet between the horse and the merchandise to ensure "like new" condition in case of return.

Shipping charges are not refundable.

Damages

Any claims for damaged items should be promptly filed by you with the delivering carrier. The carrier is responsible for merchandise damaged in shipping.