

Bar H Equine Policies and Procedures

Hours: Bar H Equine is open for business Monday through Friday 8:30am-5:30pm CST.

Orders: Orders may be placed by phone 817-594-9820, by fax 817-594-9824 or by email orders@barhequine.com. You may also contact your salesman.

Dealer Requirements: Opening orders must be a minimum of \$1,000. Opening orders must be paid by COD or credit card, unless approved by Bar H Equine Admin. All dealers must maintain a minimum of \$2000 in Bar H purchases each year to remain an active account. Authorized dealers must have a retail store open to the walk-in buying public with regular daily store hours.

Backorders: If an item is not in stock at the time of shipping, the unshipped items will be placed on back order and sent at a later date. If you wish to have your backorders cancelled, please contact us, so we may mark your account correctly.

Warranty: All Bar H Equine products come with a 100% guarantee of quality. If you are not absolutely satisfied with the materials or craftsmanship, please call for a return authorization number.

Returns: All returned merchandise will be credited to your account for future orders. All returns must be pre-approved prior to sending product back. Each return must be assigned an RA# from the Bar H Office before shipping. A form will be faxed with appropriate instructions. Each return shipment must have RA# clearly written on outside of box or the shipment will be returned to sender.

Credit will only be given on items purchased from Bar H Equine within the last 30 days. Bar H Equine will not credit dealer shipping charges on returns. All returns must be made with a return label/call-tag provided by Bar H Equine.

We do not accept returns for custom made items, sale, clearance, closeout or special order items. We do not refund your original shipping charges. Bar H Custom Saddles are considered special orders and are not eligible for return. No Exceptions.

All claims for shortages, damages, etc. must be made within 3 days of receipt of merchandise.

Drop Shipments: Bar H Equine is happy to provide a service to our retailers for drop shipping. Each drop ship request will have a \$5 charge added to the order

Special Instructions: Bar H Equine ships each shipment using Fed Ex. If you have special instructions for your shipment through another carrier, please let us know at the time of the order and we will note your account. Any carrier other than Fed Ex will receive a minimal handling charge per shipment.

Payments: All NSF checks are subject to a \$50 NSF fee. This will be added to the invoice that the check was paying for.

MAP Pricing: Bar H Equine has established a minimum advertised price and manufacturer's suggested retail price on each item in the Bar H Equine inventory. Our active accounts should not advertise any item on the internet, in a catalog or print ad at any price lower than 90% of MSRP.

*** Bar H Equine reserves the right to refuse sale to any store without cause*