

# General Terms and Conditions for Online Consultation & Trial Period

## Article 1 - Trial Period

- 1.1 The online fitting and the trial period with consultation are **not a rental service**. If the saddle is returned, a **usage fee of 12%** of the purchase price will be charged.
- 1.2 The customer has a **14-day trial period** to fit and try the saddle and the accompanying set.
- 1.3 This period may be extended **only in consultation with the consultant and EDIX Saddles** under certain conditions.

## Article 2 - Obligations During the Consultation

- 2.1 During the trial period, the **instructions of the consultant** regarding the use and fit of the saddle must be followed.
- 2.2 The **online consultation and trial period apply only to the purchase of a complete saddle set**.
- 2.3 The **composition of the saddle set** (including saddle, girth, stirrups, stirrup leathers, and saddle pad) will be determined in consultation with the consultant.

## Article 3 - Liability

- 3.1 **EDIX Saddles is not liable or responsible** for any damage, injury, or other consequences arising from the use of the saddle set or the advice given during the online consultation.
- 3.2 The customer is **personally responsible** for following the instructions of the consultant and EDIX Saddles and for the correct application and verification of the saddle's fit.

## Article 4 - Returns

- 4.1 The customer has the **right to return** the saddle and the saddle set within the trial period **without providing a reason**.
- 4.2 The product must be returned in **undamaged condition**. All returned products will be inspected by EDIX Saddles for damage.
- 4.2.1 **Minor signs of use**, which are expected from a fitting and short trial period, are accepted and will not be charged.
- 4.2.2 **Extensive signs of use**, indicating intensive use beyond trial purposes, will be charged. The **EDIX Saddles returns department** will assess this.
- 4.2.3 **Damage caused by silicone on riding breeches** is considered **extensive use** and may result in additional charges.
- 4.3 The customer **must return** the saddle and the saddle set **insured**. **Return shipping costs are the responsibility of the customer**, and the customer is responsible for correct shipment.
- 4.4 The **necessary shipping documents** will be provided by EDIX Saddles upon delivery of the saddle set.

## Article 5 - Default and Payment

- 5.1 If the Client does not pay the amounts due **within the agreed period**, the Client is **automatically in default**.

5.2 The Client will owe **statutory interest** on the outstanding amount, in addition to any other obligations.

5.3 If the Client **disputes an invoice** from EDIX Saddles, they must notify EDIX Saddles in writing **within 8 days** of the invoice date.

5.4 If the Client **fails to submit a timely complaint**, their right to invoice correction **expires**.

## **Article 6 - Deviations from the General Terms and Conditions**

6.1 Deviations from these general terms and conditions are **only valid if expressly agreed upon in writing** between EDIX Saddles and the Client.

**By using the online consultation and trial period, the customer agrees to these general terms and conditions.**