

# *Delfryn Rocking Horses*

## *Terms of Sale and Limited Warranty.*

Please note when placing an order with Delfryn we require a deposit of 50% of the price of the horse BEFORE we will start making the horse, this only just covers materials, so as you can understand we need to have at least that to begin. As this only covers materials this is a non-refundable deposit.

Once your horse is ready to be shipped I require the balance within 30 days of completion. I am very happy to allow a horse to be paid off prior to me starting work but once the horse is complete payment will be due so please make arrangements with me if you require more time than the usual 6 weeks carving time.

All our horses are sold for a non-commercial market, for standard play use and intended for children only. Child's weight is not to exceed 60kgs. Commercial use, excessive loads over normal use, accidents, aggressive riding, abuse, misuse, wear and tear, exposure to outside use, heavy moisture or direct heat/sunlight, may damage the rocking horse and stand, and in all such cases voids our warranty.

The metal work carries a lifetime guarantee for the duration of the original purchaser's life under intended use and will be free from manufacturing defects in material or workmanship.

The timber horse and stand will be free from manufacturing defects in material or workmanship and carries a five-year guarantee under intended use from date of purchase. Imperfections in the timber are to be expected. However, aggressive riding resulting in damage will not be covered.

As all our horses are made from timber that has been laminated together for strength it is common for join lines to appear in the horses and this is not considered a defect in the workmanship. These are hand carved rocking horses and imperfections are to be expected.

The leather tack will be free from manufacturing defects in material or workmanship and carries a 12 month guarantee from date of purchase.

Any claim under this warranty must be presented immediately when the suspected fault becomes apparent.

Transportation costs to and from Delfryn Rocking Horses is not included under this warranty.

This warranty is limited to replacing or repairing the defective part without charge of labour.

Manes and tails once worn out can be sent to the purchaser for the cost of \$180 with instructions on how to replace.

No responsibility is taken for consequential or special damages, including any damages incurred when unpacking or during transit to and from our workshop.

Delfryn uses the most reasonable and reliable companies for their customers but we are not responsible for charges or the transit times of any freight company or the conduct of their staff.

This warranty will not apply where a rocking horse has been modified in any way from its original specifications, or where accessories not intended for the rocking horse have been installed.

When placing an order it is understood that you have read and agreed to these terms.

Thank you for choosing one of my hand made rocking horses.