Bates & Wintec Saddle Warranty

Bates & Wintec saddles are guaranteed for a period of two years against faulty materials, or workmanship. Further, the Elastiflex tree in your saddle is guaranteed against breakage for the lifetime of the saddle deemed to be 10 years. The warranty on a Bates or Wintec saddle and its components are subject to use under normal conditions. The warranty card should be retained by the purchaser, along with the original receipt as the retailer will require it should warranty work be required. Saddles which require a repair under warranty should ideally be returned to the store from which they were purchased or your nearest stockist. Associated transport costs are the owner’s responsibility. All fitting adjustments and saddle alterations should be made in accordance with the manufacturers’ recommendations.

• Only saddles that are defective can be returned.
• If you received a defective saddle, please contact Riding Warehouse for return information:

  1-800-620-9145
  info@ridingwarehouse.com

• If you have any questions or concerns, please do not hesitate to contact us and we will do our best to accommodate your requests!