

## Institute for Barefoot Equine Management Ltd.

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20-Mar-08

### EasyCare 30-Day Money-Back Guarantee

We back all of our products with a money-back guarantee. If you are not completely satisfied with this product for any reason, EasyCare will gladly refund your purchase price (excluding shipping and handling) within 30 days of purchase. To qualify all products must be returned to place of purchase and have a dated receipt. Offer not valid for EasyCare bargain bin, factory seconds or custom boot purchases.

### EasyCare, Inc. Warranty and Product Return Policy (End User Instructions)

EasyCare, Inc. offers a 90 day ( from date of purchase ) repair or replacement guarantee on quality and workmanship for all merchandise manufactured under the EasyCare or Old Mac's label. Please return the Guarantee Registration Card, or keep your original proof of purchase documents during the warranty period. While this guarantee is generally very broad in nature, it does not cover normal wear, misuse or abuse. Products returned for evaluation must be washed clean and free of debris, dirt, sand and manure. Failure to return clean product will result in product (s) being shipped back at sender's expense or a \$10.00 cleaning fee will be assessed. Damage inflicted by omnivorous horses, rodents or other unusual abuse is not covered. Returns must be authorized before sending and must be returned with a copy of the purchase receipt.

If you have purchased a Horse Boot product, and your boot fails during warranty, it is generally a minor hardware issue. Please bear in mind, that most components of any of our horse boots are either replaceable or repairable. This includes wire laces, cables, buckles, gears, rollers, screws and straps. Many repairs can be easily accomplished with simple household tools. Depending on the individual circumstances, IBEM Ltd. will either provide the repair parts for your use, or ask that you return the boots to us for evaluation. We will then repair or replace at our discretion.

Specifically:

1. Returns for credit only (refund of purchase price only): Products must be in new, unused condition, free of dirt and wear marks. It is your responsibility to evaluate the fit of your new product in a manner where you may return it in new condition if you have doubts about the fit. Be certain that you know the return policy of product purchased from dealers other than direct from IBEM Ltd.. IBEM Ltd. will not give credit for products purchased elsewhere. Return to point of purchase in that circumstance. Also, all brochures, inserts and/or free gifts must accompany returned items.
2. Exchanges of new product (size or color issue): IBEM Ltd. will only exchange NEW items with same product style and model. for same product when requested with NEW items only. You may exchange for a different size or color exchange only, no exceptions. If you wish to have a different style of horse boot, etc., you must return new item for refund (original point of purchase) and then purchase new choice.
3. Warranty failure (used product that is within 90 days of purchase): Contact us at 021-1570098. IBEM Ltd. will either provide repair parts directly to you, or repair/replace after our evaluation. Items must be returned to IBEM Ltd. at the consumers cost with original receipt. IBEM Ltd. will return the items via ground service (NZ Post) free of charge. Requests for faster shipping service will be at the expense of the consumer, in full.
4. Not under warranty (over 90 days or no proof of purchase): Repair parts may be purchased from IBEM Ltd. or your local hoof boot fitter, or product may be returned for evaluation and possible repair (parts, labor and freight charges will apply).
5. Returns must be authorized before sending and must be returned with proof of purchase. Accepted proof of purchase is either the invoice or TradeMe auction number.
6. Freight charges (outside warranty period): Freight charges to and from IBEM Ltd. for repairs, exchanges and items outside the warranty period will be the purchaser's responsibility.
7. IBEM Ltd. is always willing to discuss any specific issues you may have regarding the performance of your EasyCare or Old Mac's products. Please contact us at 021-1570098 or email to sales@ibem.co.nz. Visit our website www.ibem.co.nz or www.easycareinc.com for tips and product information that will help with the use of any of our product line.