

Warranty



We offer a 90-day warranty from the date of purchase against defects in materials and workmanship for the products we manufacture. Normal or excessive wear of the product is not covered by the warranty.

Excessive wear on one part of the boot is normally caused by an imbalance in the horse's body or hooves, so keep this in mind when you start using Flex Boots. For example, if a horse wears the toe of the boots faster than other parts of it, this is usually due to issues with the horse's neck/shoulders or pelvic/hind knee area, or the lack of proper trim. Just one centimetre of excess hoof wall length on toe area can cause excessive wear of the soft barefoot boots. Therefore, a weekly maintenance trim is important for making your Flex Boots last as long as possible.

The warranty does not cover a product that has been damaged as a result of misuse or intentional damage, such as when a horse steps over the boots and the boots get damaged, rivets become loose, the gaiter's rubber band breaks, marks that have been caused by ice or grass studs, or the horse has otherwise damaged the boots, or the user instructions are not followed when using the boots. The warranty does not cover the breakage of the boots caused by hooves that have not been trimmed correctly, or that are not trimmed often enough.

If your horse has a tendency to over-reach, you may want to use bell boots over the boots to protect the boots from potential damage.

We do not guarantee any fitting service conducted by any third party.

If you are requesting for boots to be replaced under the warranty, please contact your dealer and send them the following:

- Photos of the damaged product
- Photos of your horse's hooves, taken before and after the trim. You need to send photos of the sole view and side view of all the hooves that had boots on.
- Side view photo of your horse.
- Photo or a copy of your purchase receipt.