Return and Warranty Policy

Version 2.0 · October 2026 · replaces the policy dated June 2018

This policy applies to products bought from www.estride.store and supplied by Stride Innovations Limited: **Estride Harmony**, **Estride Steady**, **Estride Precision Pro**, the **Estride Stance posture sensor**, and accessories such as charging cables, straps, pouches and underlays.

CloudDoor is a subscription service rather than a product, and is covered by our Terms of Service.

1. Changing your mind

If you buy from us online you have **14 days from the day you receive your order** to tell us you want to cancel, for any reason. You do not have to give one.

To cancel, email **support@stride-invent.com** with your order number before the 14 days are up. A clear statement that you are cancelling is enough. Once you have told us, you then have a further **14 days to send the goods back**.

2. Sending goods back

Returns address
Stride Innovations Limited, 56 Beatty Avenue, Leicester, LE5 4AX, United Kingdom
Please include your order number inside the parcel.

We recommend a tracked service. Until the parcel reaches us it remains your responsibility, and we can only refund goods we actually receive.

Who pays return postage. If you are cancelling because you changed your mind, you do. If the goods are faulty, incorrectly supplied or not as described, we do — keep the receipt and we will reimburse it.

3. Condition of returned goods

You are welcome to open the packaging and examine a product as you would in a shop. You do not lose your right to cancel by doing so.

If a product has been used beyond what is needed to check it — fitted to a horse and ridden in, worn against the skin, or returned damaged or incomplete — we may reduce your refund to reflect the loss in value. We will always tell you the amount and the reason before making any deduction.

Please return everything supplied with the product, including straps, pouches, cables and packaging.

4. Refunds

We refund within **14 days** of receiving the goods back, or of receiving proof that you have sent them, whichever is sooner. Refunds are made to the original payment method.

We refund the price paid plus standard outbound delivery. If you chose a faster delivery option, we refund the standard rate rather than the premium.

5. Faulty products

If something is faulty, tell us and we will put it right. Your rights under the Consumer Rights Act 2015 apply in addition to this policy and are not affected by it:

- **Within 30 days** of delivery you may reject a faulty product and ask for a full refund
- **After 30 days** you are entitled to a repair or replacement
- If repair or replacement is not possible, or does not resolve the fault, you may be entitled to a refund

We pay return postage on faulty goods.

6. Warranty

We warrant that your product will be free from defects in materials and workmanship under normal use for **one year from the date of purchase**. This warranty is in addition to your statutory rights, which last longer — in England and Wales you may have up to six years to bring a claim about goods that were not of satisfactory quality.

The warranty covers the original purchaser, for products bought from us or an authorised reseller.

What the warranty does not cover

- Normal wear, ageing, discolouration or stretching of straps and fabric
- Cosmetic damage such as scratches and dents that does not affect how the product works
- Damage from accident, misuse, dropping, crushing, immersion beyond the product's stated rating, fire or extreme weather
- Damage caused by a horse standing on, rolling on or chewing a product
- Consumable parts, including batteries
- Products opened, modified or repaired by anyone other than us or someone we have authorised
- Use outside the instructions we supply, or with power supplies we have not approved
- Software and firmware, which are covered by our Terms of Service

7. Making a warranty claim

Email **support@stride-invent.com** with your order number, the product, its serial number if you have it, and a description of the fault. Photographs or a short recording help.

We will diagnose the problem with you first — a number of reported faults turn out to be app or pairing issues that can be solved without posting anything. If the product does need to come back, we will issue a return authorisation number. Please include it, and send the product in its original packaging or packaging that protects it just as well.

> **Back up your data first.** Recorded sessions stored on a device may be lost during repair or replacement, and we cannot recover them.

8. Lead times and pre-orders

Some products, including Harmony, are made to order with a published lead time. Your 14-day cancellation period runs from the day the goods reach you, not the day you ordered. You may also cancel at any point before dispatch for a full refund.

9. Limits on our liability

Nothing in this policy limits our liability for death or personal injury caused by negligence, for fraud, or for anything else that cannot be limited by law.

Estride products provide measurements and analysis to support training, fitting and welfare decisions. **They are not veterinary diagnostic devices.** They do not replace examination by a vet, saddle fitter or other qualified professional, and we are not liable for decisions taken on the basis of the data alone.

Subject to the above, we are not liable for indirect or consequential loss, including loss of competition entry, training time, profit or data.

10. Governing law

This policy is governed by the law of England and Wales. If you are a consumer, you keep the protection of the mandatory consumer law of the country in which you live.

11. Contact

Stride Innovations Limited, registered in England and Wales, company number 10823490.
Returns and support: **support@stride-invent.com**
Returns address: 56 Beatty Avenue, Leicester, LE5 4AX, United Kingdom