



## **Terms and Conditions**

By placing your order with Stallions.Etalons.Hengste (**S.E.H**), you declare that you have read and agreed to the following terms and conditions.

**Any order without agreed terms and conditions will not be processed**

## **Discounts and considerations**

The main goal of **S.E.H** is to build strong relationships between our stallion and mare owners. Discounts for more than one mare may apply. As may considerations for premium and high-performance mares. If this applies to you, please contact us directly to see what we can offer you.

## **All mare owners ordering semen via S.E.H accept the following conditions:**

Please place your order with **S.E.H** via the link on our website and send the signed terms and conditions via email. For Chilled semen please order before 9am French time. We will do our best to process late orders but cannot guarantee late orders will be processed the same day.

Once we have your order you will receive information for payment. Once payment or proof of payment is received for your order and shipment, your order will be processed. Some of our distribution centres may require separate payment for shipping. We will indicate this and provide you with details.

Shipment cost may include handling fees and cost of health papers, depending what country the order is being shipped from.

Once the shipment is sent, you shall be issued a shipment number to track the process of your delivery.

Any fresh semen that does not arrive on time will be replaced free of charge, However, shipment fees will still apply. **S.E.H** is not responsible for any vet or extra fees that may apply if a shipment arrives late.

The following information **MUST BE** provided in conjunction with semen orders:

- The mares full name as on passport
- The mares UELN
- The mares breed registration.
- VAT number
- The full name and address of mare owner/breeder including postcode and country
- The exact shipping address (if different to the mare owners)
- Are you requesting embryo transfer?
- Full name of the stallion you would like to use

The prices for each stallion are found on their webpage. Any special conditions that apply to a stallion will be clearly stated on their webpage.

**Chacco Blue II has separate terms and conditions that can be found on his webpage.**



If a stallion becomes unavailable at any point during the breeding season for any reason, we will offer you frozen semen if possible or an alternative stallion of your choice. In this case you will only be required to pay the stud fee of the last stallion used. Stud fees are none-reimbursable.

The Semen order form can only be used to inseminate the mare specified and detailed on the online nomination form. All details must be correct.

Embryo transfers must be authorised by **(S.E.H)** before purchase. Please remember that embryo transfers are subject to payment of the stud fee in respect of every flushed-out embryo. A discount may be granted if several embryos are harvested.

Availability for stallions offering chilled semen, deliveries can be sent out the next day to most European countries. Please give **S.E.H** as much notice as possible. We understand this is often difficult and do our best to get semen to you on time. Deliveries on weekends and bank holidays are subject to regional restrictions and we will try to oblige upon request.

All unused frozen semen remains the property of the stallion owner and the responsibility of S.E.H. Any unused frozen semen must be returned to **S.E.H**. It must not be passed onto third parties, be used on other mares or stored for later use. If the mare owner (or a person) carries out any unauthorised use of semen, legal action will be taken. Likewise, all used straws also remain the responsibility of **S.E.H** and must be sent back to **S.E.H** headquarters, La Maison Neuve .... By October 1<sup>st</sup> of the same year. Although we suggest this is done immediately to insure, they are not lost. **S.E.H** will also accept a clear photograph of the used straws, including the open end and printed writing (via email or WhatsApp).

Any unused straws maybe purchased for use on another mare, therefore avoiding further shipment fees. This purchase follows the same ordering conditions as a normal semen order. You must contact **S.E.H** if you wish to do this.

Delivery containers and dry shippers remain the property of **S.E.H** or the centre they were issued from. It is the breeder's responsibility to return them and payment for returns will be calculated in the shipping payment. They must be sent back in 7 working days. On the 8<sup>th</sup> day if no proof of sending is provided, the breeder will be charged daily for the shipper.

A proof of use document can be downloaded from the **S.E.H** website and must be filled in and signed by the veterinarian/insemination technician and sent back to **S.E.H** via email or WhatsApp. Without these documents **S.E.H** can withhold the breeding certification where applicable. Added information about semen quality on this document also helps us provide the best service possible.

Breeding certificates will not be issued until the stud fee has been paid. Shipment fees are to be paid prior to semen being sent. Shipment fees are final and non-reimbursable. Shipment fees will be applied for each separate shipment sent. At **S.E.H** we do our best to ensure great service but we are not responsible for shipment delays.

**LIVE FOAL GUARANTEE** – A live foal is a foal that nurses and thrives at 48 hrs of age. If a mare is not in foal by October the 1<sup>st</sup> the mare owner/breeder must present **S.E.H** with a veterinary certificate. This also applies to any loss of foal in uterus, loss of mare or loss of foal before 48hrs of age. The live foal guarantee will not be applicable if not presented with the correct documentation.

If the nominated mare becomes unavailable for any reason, the breeder may change to another mare but **ONLY** after contacting **S.E.H** and informing us of the change.

If you have any questions please ask. **S.E.H** appreciates your custom and looks forward to your foals.