



*helping people helping horses...*

TO HELP US HELP YOU WITH YOUR QUERY  
WE NEED THE FOLLOWING INFORMATION  
FROM YOU, EXACTLY AS SHOWN IN THIS  
DOCUMENT.

THANK YOU

Photo 1.

Full shot of horse, including feet, from the side, with no tack on.



Photo 2.

Horse taken from the side with saddle only.

Please note: for safety fasten the girth if you do not have an assistant.



Photo 3.

Horse with saddle only taken from the front to show room/clearance in the wither area.

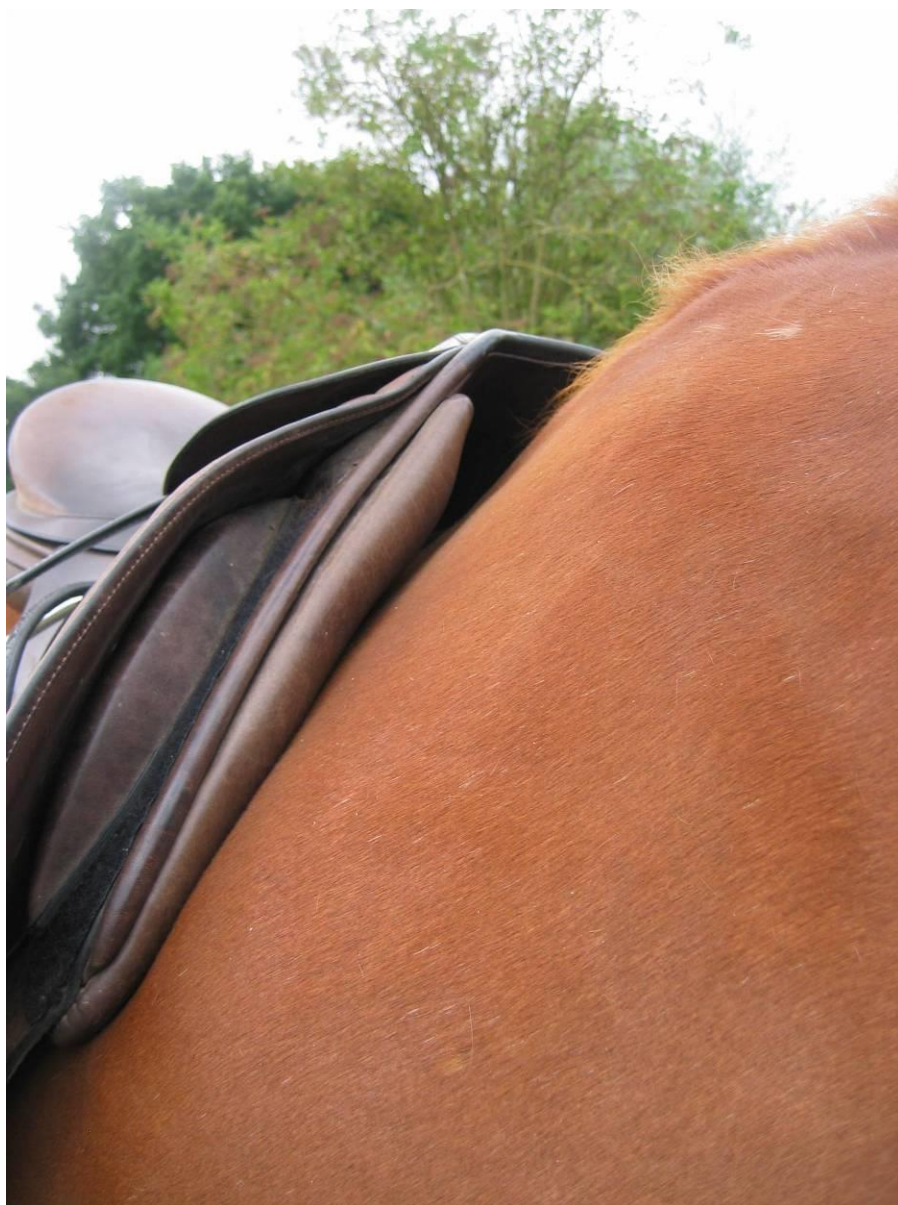


Photo 4.

Horse from the side with saddle and pads currently used.

List the pads e.g.

Extra thick wool fleece

½" JB pad



Photo 5.

Show pad arrangement used under saddle.



Photo 6.

Horse taken from the side, with saddle, pads and the usual rider.

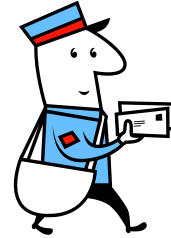
NB. BALANCE recommends the use of a hard hat to current safety standards whenever riding.



Please do not email this information to us, as it will block our Inbox and stop other enquiries from getting to us.

Rather, send it to us by one of the following ways:

1. Print off in colour and post to us.



2. Burn onto a DVD and post to us.



3. Put onto USB memory stick and post to us.



4. Send to WeTransfer (see instructions on the next page).



# How do I send files?

Just go to [wetransfer.com](https://wetransfer.com)

Click on the + sign and add the files you want to send.

Type in the email address:  
`support@balanceinternational.com`

Now type in your own email address.

Your name and short description of what you have sent e.g. horse's name, saddle model, etc. **If this box is not filled in, your file will be treated as spam and deleted.**

Then simply hit the transfer button and you're done.

It's simple, secure and free of charge. Told you it was easy.

The image shows a white rounded rectangular form for uploading files. At the top left is a blue circle with a white plus sign, followed by the text 'Add your files'. Below this are three input fields: 'Their email address', 'Your email', and 'Message'. At the bottom of the form is a grey rounded button with the text 'Transfer'. Four blue lines with circular endpoints point from the text instructions on the right to the plus sign, the 'Their email address' field, the 'Your email' field, and the 'Message' field.