

Thank you for trusting Colorado Horse Hay with your livestock needs. Please familiarize yourself with our following policies before the scheduled delivery date. We understand you might have already been a customer of ours and this might be repetitive but we believe there is no such thing as over communicating in this business and this represents us, doing our best to communicate clearly with our valued customers. If you have any questions please call us at 719-641-5749 before your scheduled delivery and we will do our best to clarify.

Payments

- We accept cash or check, as well as all major credit cards, but there is a 3% fee added for all credit and debit card payments.
- Payment must be made on the day of delivery! After 5 Business days, a late fee of \$25 per day will be added to the total.

Delivery

- Please allow a 2hr time frame on the day of delivery. That two hour window should have been communicated to you at least 24 hrs prior to delivery day. You will receive a text or phone call with an ETA from our office or driver once he is loaded.
- We want to deliver dry hay! This means we reserve the right to reschedule deliveries with impending weather. However, if you request that we still arrive after we have communicated our concerns about weather, any guarantee on the hay will be void
- We will open and shut gates behind us, but we are not responsible for any livestock that may be out during delivery.
- Any delivery requiring hay stacked in a loft that requires the use of two of our team members will incur an additional \$1 per bale, And hay elevators must be provided by customer.
- We typically do not provide equipment to unload large bales. However, when possible for us to do so, the fee for use of our loader is \$150 for travel time for an extra truck and trailer and \$75/hr for unloading with a 1hr minimum.
- In winter months, we ask that your driveway be clear for delivery. If we arrive and the driveway is impassable, a fee of \$100 will be incurred for fuel and time. If chains are required there will be a \$50 fee added to delivery. A friendly reminder, that what is clear for a pick up or AWD car, does not mean the same for a 25-30' trailer loaded with hay.
- All cancellations must be made 48hrs before delivery. Cancellations made less than 48hrs in advance may incur a fee of \$???

Hay Guarantee

We want your horses and livestock to be happy and healthy! We do our best to provide quality hay, however farming is not done in a factory. Hay can not only vary year to year, but even field to field. Many factors that are out of our hands, can contribute to the quality and consistency of hay such as, weather, water/drought, equipment malfunctions, etc. Based on these, the following is our "hay guarantee".

- All sales of large bales of hay are final!!!(3x3x8; 3x4x8; 4x4x8; Round Bales) We and our farmers sort through as best we can, but we cannot always guarantee what is inside.
- On small bales, if enough mold is present to qualify a whole bale as un-feedable we will credit that bale. Any moldy hay must be documented with a photo, or shown to one of our team members to qualify for the credit.
- If the hay is clean and free of mold, but your animals do not like the hay, or it may be causing issues such as diarrhea, upset stomach, founder, etc. unfortunately there is nothing we can do about that. Anytime changes are made in an animal's diet there are risks involved and there is no way to guarantee the consistency from load to load. In certain circumstances we can do a hay swap, but that will incur a \$1.75 per bale restocking fee, and an additional \$1.75 per bale delivery fee for the new hay.
- To help alleviate and avoid these situations, We always recommend having some of your previous hay to mix into the new hay we deliver, and to give your animals some time to adjust. Usually if the hay is clean, their pallets will adjust and they will not let themselves go hungry.
- We do receive nutritional analysis on some of our hay, but this is for a general idea, rather than a guarantee. A lot of time, by the time we receive the test results, the "load" of hay is already out of our barn.

Please respond by text, phone, or email, acknowledging receipt and acceptance of delivery policy, before delivery.