



Shipping

Victory Rocking Horse Company ships Monday – Friday (except holidays) via ground shipping to the USA and Canada. Other destinations and special shipping requests will be priced accordingly. Each horse is individually crafted, so please allow 4-6 weeks for deliver from the time your order is placed. All horses will be shipped “Signature Required.”

For External Shipping Damage:

Although carriers are careful, products may sometimes be damaged during the shipping process. Please inspect your order for any visible external damage as soon as it arrives and before the carrier leaves. If you find external damage, make appropriate notations on the carrier’s paperwork and ask for a copy to use in case you find internal damage to the item after the package is opened. If the external damage is sufficiently severe, you should refuse the delivery.

For Internal Shipping Damage:

Please contact us at (954) 937-7120 within 5 business days of the delivery date to report any damage to your horse so we can file a claim with the carrier. Please have the original shipping manifest with tracking number ready when you call. An appropriate form will be mailed or faxed to you to fill out and send back with your damaged item and all original shipping paperwork. Once we receive and inspect the damaged item, we will ship a replacement at no additional cost to you. (Note: We will not be able to replace damaged items if we are not notified within 5 business days of the delivery date).