

ABOUT: INFORMATION FOR CUSTOMERS



I am just one cowboy who runs this store as a part-time extra business to my real life. I try to provide excellent customer service but please understand if I don't respond as quickly or as often as you'd like.

This buckle store started in 2004 serving the western community and there have been many thousands of happy customers over that time. Buckles make great gifts for cowboys and cowgirls. Remember, shipping is free.

- 1) My email is richard@bealscowboybuckles.com
- 2) Your shipping label will show The Pacific Group as the shipper - that's just our corporate name and it doesn't make it as obvious what is inside the package. That is also the name that will show up on your credit card statement.
- 3) FREE shipping with tracking via US Postal Service Priority Mail. For international shipments I normally send US Priority Mail or Air Mail (also FREE) but between the postal office slow movement and customs it isn't predictable how long it will take.

4) If you want faster delivery or want to track the package you can choose overnight Federal Express for an additional \$50 in the US or \$100 for international shipments). I'll send you the tracking number via email when I acknowledge the order.

5) I can ship internationally and to APO addresses - and do so regularly. Unfortunately because of high fraud rates I accept only money orders in advance for orders from or shipped to Belarus, Columbia, Egypt, Lithuania, Macedonia, Malaysia, Nigeria, Pakistan, Romania, Russia, and Venezuela.

6) Your credit card statement will show our corporate name, The Pacific Group.

7) If you want to send a check or money order or credit card information via the mail, I'll be glad to reserve the buckle for you if you let me know ahead of time. Mail the payment to the address below. I cannot accept wire transfers, sorry but I've just had too many problems with them.

8) Almost all of these are "one-of-a-kind" buckles and I simply resell what I find. I can't engrave them or give you a different design and I don't manufacture buckles.

9) On the page describing a given buckle, you can click on the picture(s) to get a larger size picture.

10) If you have any problems or complaints please email me, I want satisfied customers!

11) Beal's Cowboy Buckles [™] is owned by Richard Beal as part of The Pacific Group. The business mailing address is 3201 Zafarano Drive Ste C-572, Santa Fe, New Mexico 87507.

12) I get asked about the best way to clean buckles. I use the advice here for mine. Montana Silversmith does NOT recommend cleaning their buckles with anything harsher than dish soap and water - they already have a protectant on them.

13) This internet store is in compliance with and supports Consumer Reports Consumer Web Watch guidelines for improving website credibility.

14) Items normally in stock can be returned for a refund if done so within 14 days of receiving and arrive back in the same condition. Items that have to be custom made are final sales and no refunds are available.

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16) I do not have a printed catalog for the store. So many items are one of a kind it never seemed to make sense to print something that would be out of date instantly.

17) I can only accept VISA, Mastercard, American Express, Discover and Diner's Club credit cards.

18) This store has 256-bit secure encryption built into the checkout process and has a Secure Checkout award.

19) By making a purchase you are giving me permission to send VERY OCCASIONAL emails to you about unusual buckles, specials and discounts. You can always unsubscribe to future emails.

Thanks for looking at the store. Please tell your friends!