



# THE RACEWOOD SIMULATOR: A STEP-BY-STEP GUIDE TO PURCHASING

# PLACING AN ORDER

## 1. ORDER FORM

This is an online form that we ask you to complete so that we have all the necessary information.

## 2. INVOICE

An invoice will be issued; EU customers must provide an EORI number, and USA customers need a TAX ID.

## 3. DEPOSIT & BALANCE

We request a 30% deposit to confirm the order, with the remaining balance due before dispatch. We'll reach out again as the build nears completion.



# MAKING A PAYMENT



You will receive an invoice online through XERO.  
We kindly ask for a 30% deposit to confirm the order.  
The balance must be received in full prior to goods being dispatched.  
Letters of Credit and similar are chargeable and may incur delays.  
Shipping prices fluctuate, we may re-quote for shipping closer to the completion date.

**IMPORTANT INFORMATION:**

- We do not share bank details via email; contact our office if unsure.
- Payments must be made in pounds sterling.
- Invoices will only reflect pounds sterling.
- For international payments, please ensure the received amount matches the invoice, regardless of fees and exchange rates.



# THE BUILD

Each Racewood Simulator is hand-crafted and build-to-order at our site in Cheshire, UK. Once a deposit has been received, you will be allocated a position within our build schedule and given an estimated month for completion. Our production team meet weekly, if there are changes to our schedule you will be notified. Please note that **the completion date is a guide only.**

Please follow the links below for specifications/dimensions. This will help when considering where to install your new simulator.

## **IMPORTANT INFORMATION (EVENTING SIMULATORS ONLY):**

We **strongly recommend that you fit a UPS** (Uninterrupted Power Supply Battery) to the simulator as a matter of health and safety. We are unable to ship batteries but we can advise / assist you with sourcing one. Please discuss with us. [SPECIFICATION AND DIMENSIONS](#)



# TRANSPORT

UK customers will be quoted for delivery and installation. The information below is for international customers.



## CRATING . FREIGHT . DELIVERY

Our prices are ex-works, with crating and freight charged separately. Typically, we quote for door-to-door sea freight via a trusted shipping partner, including marine insurance. For door-to-door delivery, a local haulier will contact you upon the simulator's customs arrival. Note that shipping prices exclude local taxes and duties, though customs clearance may be included.

## IMPORTANT INFORMATION:

- EU customers need an EORI Number, and a TAX ID for the USA before shipping.
- Door-to-door delivery does not include forklift unloading; this can be quoted separately.
- Full payment is required prior to dispatch.
- Shipping prices may fluctuate; initial quotes can change, and a re-quote will be provided before dispatch.

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# SHIPPING PRICES

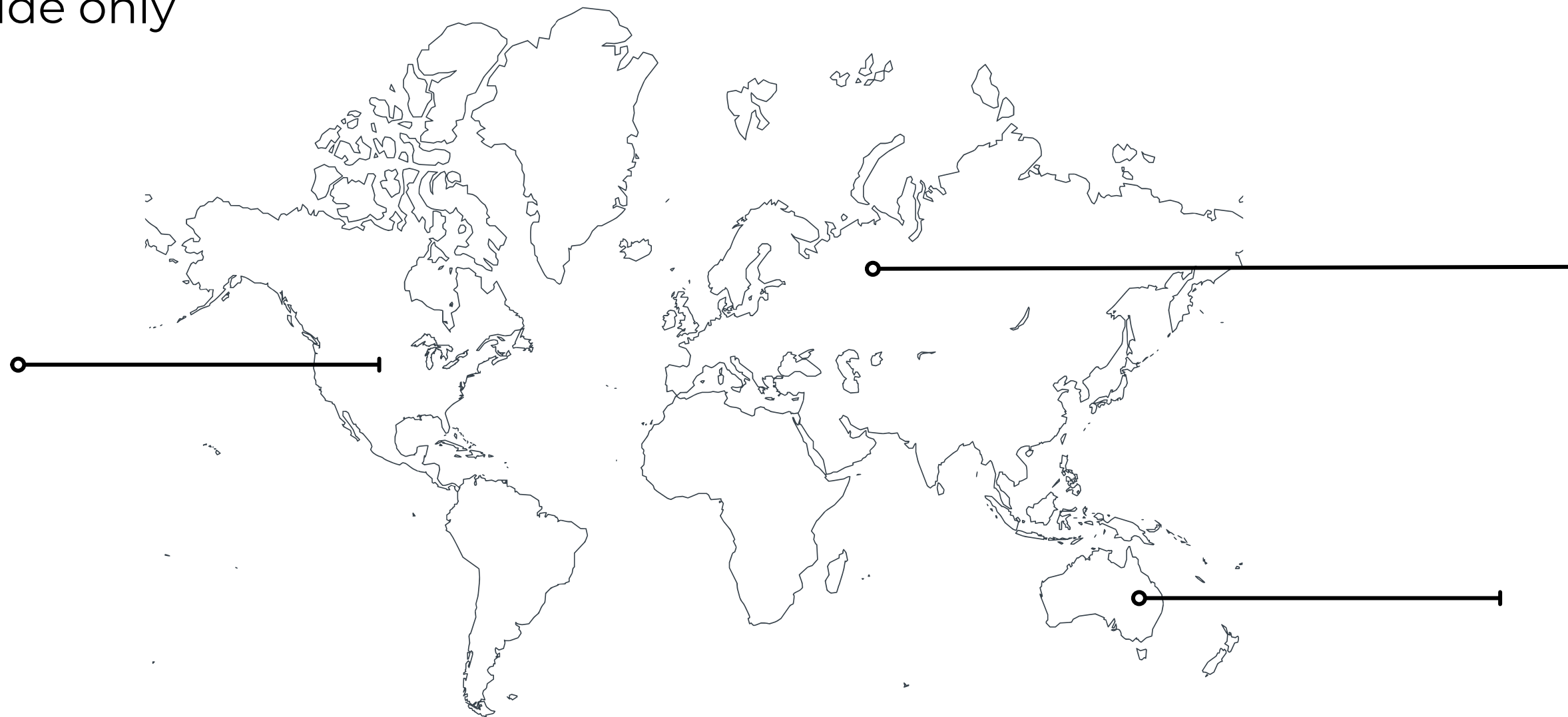


\*this is a guide only

**£3-6,000**

**USA**

for crating & freight  
(excluding forklift, duties and taxes).



**£2-4,000**

**EUROPE**

For crating, freight,  
insurance and  
clearance (excludes  
forklift, duties and  
taxes)

**£3-6000**

**AUSTRALIA**

for crating, freight,  
insurance (excludes  
forklift, taxes and  
duties).



# DELIVERY

A crated Simulator can weigh over 1000kgs.

A forklift is required onsite, it is not quoted for as standard.

You must have your premises ready ahead of delivery. Factors to consider:

- The floor (concrete or similar).
- Access (will there be tight corners, stairs etc.)
- The environment - avoid extreme temperatures, humidity, damp and rodents.
- The simulators are built, tested and shipped with a standard 3 pin plug. You can use a suitably rated (13A plug) adaptor or request a local, competent electrician to install an earthed plug.
- Who will carry out the installation? Please discuss with us at the outset. We strongly recommend that we install Eventing Simulators to avoid any potential warranty issues.

For advice on any of the above, please do not hesitate to get in touch.





# AFTERSALES SUPPORT

We can provide you with remote, technical support to assist with installation and getting started with your simulator.

Additional training can be quoted for, with the option to do it remotely, at your facility, or at the Racewood Training Centre. Please contact us to discuss further.

# TRAINING



## REMOTE TRAINING

Product training can be offered remotely, via zoom or other.



## TRAINING ONSITE

We can visit you onsite to provide training to you and your staff.



## TRAINING AT RACEWOOD

Visit our Training Centre facility in Cheshire. We can provide transfers and assist with accommodation.

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# KEEP IN TOUCH



## MAIN OFFICE

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## ONLINE

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-  [www.facebook.com/racewoodltd](https://www.facebook.com/racewoodltd)
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