



OUTBACK
EQUIPMENT

**Warranty
&
Returns**

Phone: 1300 854 185

Email: service@outbackequipment.com.au

Address: 1 Murdoch Circuit, Acacia Ridge, QLD, 4110

Invoice Number : N _ _ _ _ _

or eBay / Catch / Kogan Order Number: - -

Name: _____ **Phone:** _____

Email: _____

Address: _____

Was the above address the same at the time of order? If no, what was the address?

Product Name: _____ **SKU/Part Number:** _____

Reason for return: _____

Have you made contact regarding your return? Yes / No
(We recommend contacting our customer service team before any returns)

Detailed Description of Fault:
(If applicable)

☐ Replace

☐ Exchange/Swap

☐ Store Credit

I have read and understand the Outback Equipment Returns Policy, as detailed on the following pages.

NAME: SIGNATURE:

DATE OF RETURN:...../...../.....

To see our returns policy online, please visit www.outbackequipment.com.au/returns

Returns Policy

Outback Equipment is committed to customer satisfaction. If you are unhappy with any product you receive, simply contact us so we can work with you to resolve the issue as quickly as possible.

Under the Australian Consumer Law there are a number of consumer guarantees that entitle you to return a product and obtain a replacement, refund or store credit under certain conditions. In all instances we strongly recommend that you make contact with us before sending any items back.

Incorrect or damaged item sent

If Outback Equipment has sent you a different product from what you have ordered, we are truly sorry and really didn't mean to, items can also be damaged whilst on their way to you unfortunately, for which we are sorry and want to correct as soon as possible. Please take a few photos of what you have received (any part /item numbers visible would be a great help) and send them to [Returns](#). We will do our best to have the incorrect item returned as soon as possible and the correct item sent out to you. You do need to advise us however within 5 business days from the time of delivery and before the item has been used, unpacked from its manufactures packaging or fitted.

Faulty Product

Under the Australian Consumer Law, you can choose a refund or exchange if an item has a major problem. This is when the item:

- has a problem that would have stopped someone from buying the item if they had known about it;
- is unsafe;
- is significantly different from the sample or description; or

doesn't do what we said it would, or what you asked for and can't be easily fixed.

Warranties

If a product is defective, please contact Warranties as soon as you are made aware of the problem. A repair, replacement, or refund will be organised and will generally occur after consulting with the manufacturer or supplier.

Any repairs that may need to be carried out will be done so by the manufacturer and not by Outback Equipment. If a repair cannot be made, then Outback Equipment will endeavour to have the item replaced or a refund will be offered.

Note: Goods are only warranted for defects in manufacturing. The standard warranty across most products is 12 months unless otherwise specified by the manufacturer.

Warranty DOES NOT COVER:

Damage resulting from improper use

Damage caused by faulty installation or modification made during installation, Damage caused by mould, insects, animals, misuse, incorrect operation, adverse weather, accidents and fair wear and tear

Costs, losses or charges of removing and reinstalling the product for travel and /or other expenses due to customer's location for transport charges and damage in transit. It is your responsibility to deliver and pick up your product, including any costs associated with the postage of your repair or replacement product. If you do freight your product, we recommend that you insure against loss or damage

Change-of-mind or incorrect choice

For any purchases where a change-of-mind occurs or an incorrect item has been chosen, you have up to 30 days from time of delivery to return the product (at your own cost) for an exchange or a store credit. Refunds are not available for a change of mind. Please contact [Change of Mind](#) if you are considering returning an item. These items must be returned in their original, undamaged condition, in the original packaging prior to an exchange or store credit being made for the value of the item. Once the returned item is received, it will be assessed to ensure it is in the original condition and packaging, if the item isn't in full resalable original condition the returns department will assess, a restocking fee may be applied based upon the assessment.

Change of mind exchanges or store credits will be for the amount paid for the product only. Any freight charges incurred do not form any part of the store credit

In order to obtain a store credit note for change of mind, you must first return the product(s) at your own cost. Under no circumstances will we issue a credit note before we have received your product back to our premises and checked it as being in the original unopened and undamaged packaging.

In Store purchases must be returned to the store with your proof of purchase.

Return shipping

Please contact Outback Equipment before returning any items.

If a product is deemed faulty and is required to be returned, Outback Equipment will provide a Postage Paid label. This only applies to claims made within 60 days from purchase. Any claims made outside this period will be considered a warranty claim and postage will therefore need to be incurred by the customer.

For any change-of-mind or incorrectly chosen purchases that need to be returned, the cost of return postage will be incurred by the customer.

Our return address is:

Outback Equipment

1 Murdoch Circuit

Acacia Ridge

Qld, 4110

- All returns must include a copy of the order invoice with reasons for return to ensure faster processing.

[Download a Warranty & Returns](#) form here to print out and fill in.

- Shipping insurance is encouraged as items that are lost or damaged upon return will not be our responsibility.
- In the event that a return has been assessed, denied, and deemed to be returned to the customer the cost of return postage will be incurred by the customer.

Fitment or Assembly of Goods

For goods that require fitment or assembly our return policy cannot extend beyond the value/cost of the item ordered. This is in large part because the performance of these items is dependent on correct fitment, assembly, and operation. The part must only be fitted by a qualified person. Failure to comply with manufacturer's specifications may result in property damage, severe injury, or death.

Goods should also be carefully inspected for marks, scratches, or any damage prior to installation. No warranty claims of this nature will be accepted once fitted or modified.