

Deb's Outdoors Website - Return & Refund Policy

At Deb's Outdoors we want you to be satisfied with your purchase. Upon receiving your purchase please inspect carefully to be sure you are happy with it. If you need to return goods to us for repair, replacement or refund, please email us at debsoutdoors@gmail.com with images and a description of the problem and we will send you a Returns Request Form with instructions on how to proceed. The goods need to be sent back to us within 14 days of receiving them, along with the Returns Request Form and your proof of purchase. Return postage is at your expense and we ask that any goods you return to us are in original condition, with all tags attached and packaging intact.

REFUNDS:

We will gladly refund your purchase if the product supplied is faulty and we are unable to repair or replace. Faulty goods **must be returned to us first for inspection** before a repair, replacement or refund is considered. Please be aware your goods may need to be sent back to the supplier to be assessed before a decision can be made regarding a refund and this can take time. If this happens, we will remain in contact with you throughout the process. In the event of goods being faulty we will refund any postage costs incurred in returning faulty goods. Any refund for goods and/or postage we provide will be made using the same payment method as used to purchase the goods.

EXCHANGES:

We ask that you choose carefully to avoid unnecessary exchanges. Exchanges for different sizes or colours will be considered, however not all sizes or colours may be available and any postage costs to and from will be at your expense. In addition, Deb's Outdoors reserves the right to charge a handling fee.

We will only accept returns for exchange when the goods are in unused condition, with all tags and labels attached.

We do not accept goods returned on a COD basis – these will be returned to you.

We do not accept any responsibility for goods lost in return transit.

NON-RETURNABLE ITEMS:

Please remember, items that match the image and description advertised cannot be returned, unless they are deemed to be defective. Rugs, saddlecloths, clothes or sleeping bags can only be returned if found to be defective prior to use or washing.

DEFECTIVE ITEMS:

Any goods purchased at **FULL PRICE**, which have later been determined to be defective by way of manufacturer **WILL** be exchanged, replaced or refunded.

Any goods purchased at a **REDUCED PRICE** and found defective **WILL NOT** be exchanged, replaced or refunded provided the defect was disclosed at the time of purchase.

Any goods purchased at a **REDUCED PRICE WILL NOT** be exchanged, replaced or refunded simply because you have changed your mind.

Deb's Outdoors

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