

RETURN FORM

We hope you will be completely satisfied with any product purchased from Outback Trading, but if you wish to return an item to us, we aim to make it as quick and convenient as possible. Under distance selling regulations you may cancel your order by returning any item up to 14 days from the day after delivery with the exception of food types which due to health and hygiene reasons we cannot accept back..

After 14 days items can only be returned at our discretion and a restocking fee of 15% will be applied.

All goods should be returned in the same new condition they were supplied and with all tags attached.

Exceptions:

Special orders ie, items not carried in stock, special make up items and items that are obsolete and are delivered direct from manufacturer are non returnable unless faulty.

You are responsible for the postage costs and the risk of loss or damage when returning the goods to us. We become responsible for the item once it has been delivered back to us.

Our return address is:-

**OUTBACK TRADING
UNIT 2-4, THE ANGEL CENTRE
TYACKE ROAD
HELSTON
CORNWALL TR13 8RR**

Please be aware that return postage fees cannot be refunded unless the reason for the return of the goods was due to an error made by us or the item is faulty and within it's warranty. If the error is ours we will then refund postage costs up to a maximum of the postage price you originally paid on your order. Please allow 14 days for refunds to be processed and credited to your card.

How do I return items?

In order to receive a refund or have an exchange the garment or product must be returned to Outback Trading - Trifid Ltd with all tags and swing tags attached, tags must not be removed from garments and all labels and original packaging must be present and the product in the condition you would expect to receive an 'as new product' and in the case of tents they must never have been pitched. If we are unable to resell the product as brand new we cannot issue a refund or exchange product.

In the case of footwear, postage or courier labels must not be stuck directly to the outside of the footwear box, the footwear box must be returned in a bag or another box, if the footwear box has tape and labels stuck directly to it we will not be able to resell so therefor cannot refund or exchange. Outback Trading – Trifid Ltd will not be responsible for the return postage cost of any item returned to us that does not meet the criteria above.

Please make sure goods are securely packaged to avoid damage in transit.

VERY IMPORTANT YOU MUST READ THIS PLEASE

We try very hard to get the item to you in perfect condition however, sometimes damages do occur.

If you have a fault with your item, if we send you the wrong size or occasionally the wrong item please kindly email us within 48 hours and we will arrange collection and a replacement or refund will be issued.

There is no need to open a seller case as we will solve everything for you at once.

Please do not click the seller fault rate button on Paypal or elsewhere as this is not necessary and it damages our seller status.

Thank you for your kind understanding.

ORDER NUMBER:

COST OF ITEM: £

NAME:

ACTION REQUIRED - PLEASE TICK:

REFUND:

EXCHANGE: (DETAILS REQUIRED)

Your feedback is very important to us :-) If you would be so kind as to express your reason for returning the Item/s, it would really help us and other customers to better understand our products.

SIZING AS EXPECTED?
(PLEASE CIRCLE BELOW)

YES | NO

If '**NO**' please elaborate
within the box. >>>

*Have a different issue?
Please share >>>*