

# Change of Mind Return Policy

We stand by our products and want you to be happy with your purchase.

Items purchased on [ellisoutdoor.com.au](http://ellisoutdoor.com.au) or through our Ellis Outdoor retail Stores that are unused and in their original packaging may be returned **within 14 days of purchase** if the product is not suitable for use excluding item(s) that have been delivered Damaged or are Defective or Missing Parts which are covered under consumer law. If an order does arrive and is damaged, defective or incomplete, contact us on 9878 2728, or email us at [enquiry@ellisoutdoor.com.au](mailto:enquiry@ellisoutdoor.com.au) to assist with your return.

**Your rights under this change-of-mind policy are in addition to any rights you have under consumer laws. Delivery must be paid by the returnee and will not be refunded from the original order.**

We will notify you via email when we have received your returning item(s). Upon receipt and inspection of the item(s), refunds will be issued for the purchase price of the item(s). **Shipping charges for delivery and returns are not refundable.** Our refund policy is that all credit card refunds will only be returned to the original card.

If the original card is unavailable, the refund will be processed by our bank to the original card. This can take 3-5 business days. Please present your ID when requesting a refund.

Please contact Ellis Outdoor Living on 03 9878 2728 or email us at [enquiry@ellisoutdoor.com.au](mailto:enquiry@ellisoutdoor.com.au) to assist with your return.

## **Gift Card Returns:**

Orders paid via Gift Card, will be re-issued with a new Gift Card for the purchase price of the item(s). Shipping charges for delivery and returns are not refundable.

## **PayPal Returns:**

If you paid for your order by PayPal and return items, your money will be refunded back into your PayPal account and refunded to you as per their terms and conditions.