



Returns & Exchanges – Australia Customers Only.

We understand that sometimes things don't work out, and we're happy to help with returns or exchanges. As a small local business, we take pride in providing high-quality, brand-new shade sails. To ensure all our customers receive products in perfect condition, we cannot accept used or unsellable items.

Important Information Before Returning an Item:

- Returns must be made within 14 days of receiving your order.
- Items must be unused, in original condition, and with packaging in good condition.
- We do not refund postage costs, free shipping applies only to the initial purchase.
- Returns must be sent with a tracking number, which must be provided to us for validation.
- A \$25.00 Return Processing Fee will be deducted from your refund.

Conditions for a Refund or Exchange:

For a return to be accepted, the shade sail must be in re-sellable condition. Please check the following before sending it back:

- ✓ Stainless steel buckles are unmarked - no nicks or scratches.
- ✓ Webbing around buckles is clean and unmarked.
- ✓ Shade sail is free from debris (grass, dirt, sand, etc.).
- ✓ Fabric is in original condition - no pulls, tears, or damage.
- ✓ Shade sail is neatly folded (as close as possible to how it arrived).
- ✓ Packaging is in good condition (whether original or not).

If a returned shade sail does not meet these conditions above, we will not be able to process a refund or exchange.

How to Return Your Item:

Complete the return details below - This must be included in your return package for prompt processing.

Date:

Order Name:

Order Number:

Reason for return/exchange:

Pack the item securely - Ensure it meets the conditions above. Post it back with tracking to us at The Shade Sail.

Shop2/165 Blackwall Road,

Woy Woy 2256 NSW

Phone: 0401 844 741

Email: customerservice@theoutdoorshop.com.au

Returns must be lodged at any Australia Post office within 14 days of the approved return date.

We will process your refund or exchange once we receive and inspect your return. If you originally paid by bank deposit, please include your bank details for the refund.

Thank you for supporting our small family owned and operated business!

The Outdoor Shop Australia Pty Ltd trading as The Shade Sail Shop ABN: 49 142 056 586