The terms and conditions, together with eBay's user agreement, constitutes the contract between the purchaser and Outbaxcamping for the sale of products. The contract cannot be varied unless there is prior agreement between Outbaxcamping and the purchaser.

For goods that are offered by way of auction, by placing a bid, you are agreeing with these terms and conditions.

Whilst all care is taken in the item listings, any errors or omissions in the listings are unintentional and may be corrected prior to the item being dispatched.

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**WARRANTY**

- Outbaxcamping offers a 12 month warranty on all products from the date of purchase for domestic or personal use, unless otherwise stated. During this 12 month period, Outbaxcamping warrants its products against defects in materials and/or workmanship.
- If a defect arises and a valid claim is received by Outbaxcamping within 30 days of purchase, Outbaxcamping may, at its option, repair the products, provide replacement parts, arrange a full replacement or arrange a refund minus handling and freight charges.
- The warranty period for commercial use is 3 months. Naturally our warranty cover does not extend to damage caused by normal wear and tear, accidents, misuse, lack of maintenance, neglect, natural disaster, or other external causes, or damage caused by operating the equipment in a manner outside that described in the instructions.
- The warranty is considered void if the item has been modified, altered or tampered with by a person (or persons) not authorised by us to provide service (not including standard periodic maintenance).
- All accessories and bonus gifts are excluded from our warranty such as carry bags, cable, and batteries and the like, and therefore should not be assumed to be part of the purchase.

**PROOF OF WARRANTY**

Your receipt of purchase is proof of your warranty. Please provide the following details when contacting us about a warranty claim:

- Date of purchase:
- Full delivery name:
- Full delivery address:
- eBay user name:
- Phone number:

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**CHANGE OF MIND RETURNS**

**30 DAYS MONEY RETURN**

If your item was purchased in error, or you've simply changed your mind, it may not be too late for a refund. To see if you are eligible please check below: We must be notified within 30 days of you receiving the item that you intend to return it. The item must then be returned within 7 days following this notification (see Returning Items*).

- The item must be returned in original re-salable condition with all tags and packaging (ready to be put back on the shelf)
- The item/s must NOT be opened, used, worn or damaged, and must in perfect condition when we receive them back.
- DO NOT stick or write anything on the item itself or its packaging. Please only write or place postage stickers on the outer postage packaging.
- The item is securely packed to ensure it is received back by us in original and re-saleable condition.
There is NO Handling fees for all returns

The refund amount will also have original freight costs deducted. If the item was sent with free postage, a 15% postage fee will also be deducted from the refund amount. If the item has sustained damage in transit, or is not returned as noted above, a revised refund amount may be required.

If you wish to take up this offer, please undertake the following:

→ Please email us at ‘Contact Seller’ stating your eBay id, the item/s you wish to return, and the reason for the return.

→ Our Customer Service Department will review your email and, if applicable, issue you a Return Authorisation (RMA) number which must be included on the address label. All other relevant information will be sent to you at this time.

→ Outbaxcamping will not accept the return of any item/s without an RMA attached. Products returned after 30 days will incur an restocking fee of 30% of total purchase price.

If you are required to return an item, the following steps need to be followed:

→ Please click the product you ordered and Click 'Contact Seller' or on the listing ‘Contact us Here’ stating your eBay id, purchase date, pictures of the damaged or faulty part and the reason for the return. Our Support Department will review your email and, if applicable, will advise of the turns procedure.

→ Within 60 days of the customer receiving the item, Outbaxcamping may pay for return of the item (where freight costs apply). When pick up was from one of our warehouses the buyer is responsible to return the item at their own expense.

→ Please ensure that you package the item in its original packaging or provide similar packaging in order for our couriers to safely pick up and deliver the item. We suggest you keep the original packaging until the end of your warranty period.

→ After 60 days from the original delivery date, customers are to return item/s at their own expense. Outbaxcamping may offer their courier service. Even after 365+ days after receiving the item Outbaxcamping may be able to offer servicing of the item at customer expense.

DEAD ON ARRIVAL OR PHYSICAL DAMAGE

→ Should your item not function on arrival (dead on arrival), or be received substantially damaged, you are entitled to return the product to us for a full refund, repair, or replacement at your request. Such faults need to be reported to Outbaxcamping within 2 business days of delivery, otherwise they will fall under our Warranty policy.

→ The item needs to be returned and inspected prior to any resolution being provided. The outcome of the inspection will take no longer than 8 business days from the date the item is received to our service department.

→ Where a returned item is verified as non-functioning or faulty within the timeframes indicated, Outbaxcamping will reimburse the original purchaser any out-of-pocket costs incurred to return the item to us once a valid tax invoice/receipt is provided from Australia Post or a verifiable courier.

→ Outbaxcamping will return repaired or replacement DOA or items received damaged at no cost to the customer (where freight costs apply).

GENERAL REPAIRS/SERVICES

→ Where necessary, the item may need to be returned to determine fault/issue. Once the fault/issue is clarified, Outbaxcamping may fit replacement parts or offer replacement parts to the customer. Other alternatives may be offered to the satisfaction of both parties.

→ In the above two instances, Outbaxcamping may not accept the warranty claim in cases where the buyer has contributed to the failure, or been misleading in their description of their issues.

→ Where freight costs were incurred by Outbaxcamping to return your item for inspection, reimbursement to Outbaxcamping may be required prior to releasing the goods. The item is also to be returned to the buyer at the buyer's expense. Freight cost not to exceed original freight cost. Where item was purchased with free postage, freight costs are to be set at 15% of the item cost.
Payment to be made to Outbaxcamping within 14 days of being notified of warranty rejection. Storage fees to apply beyond 14 days at 5% of the original product cost until the credit expires at which time Outbaxcamping may dispose of the item without further notice or liability.

Where money is owed to Outbaxcamping for repairs and/or postage, Outbaxcamping is entitled to hold onto the item until payment is made.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

To ensure a smooth transaction, please follow the payment instructions laid out in the eBay system. If you have any problem please send us a message here and our Customer Service team will be happy to assist you.

If you wish to collect your item in person from our warehouse, please notify us here as all collections MUST be pre-booked.

We accept payments through PayPal and bank deposit. Once your payment has cleared, we will ship your item within 1-3 business days or as otherwise stated in the listing. Outbaxcamping will not accept responsibility for delays due to unidentified payments or your failure to follow instructions during checkout.

If you have any questions, please contact us via eBay and our Customer Service team will be only too happy to help.

We currently only ship within Australia

Please note we are unable to deliver to PO Box addresses. We require a valid street address for all orders, as our couriers will not deliver to PO Box addresses.

Most items arrive within 3 working days, however please allow up to 10 working days for remote areas and special circumstances. These time frames do not apply to eBay Guaranteed Delivery applicable purchases.

We highly recommend all buyers provide us with the correct delivery address and answerable phone number on the checkout page before payment. Outbaxcamping is not responsible for delays caused by the buyer not supplying correct address and answerable contact number.

Requests to change delivery address after checkout will be rejected in line with eBay policy.

Requests to change delivery address after checkout will be rejected in line with eBay policy. Where goods are offered in an auction format, by placing a bid, bidders are agreeing with the above terms and conditions.

For heavy or bulky orders, courier may require your (two or more) assistance unloading from the delivery truck.

Items that are $500 and above require signature

At times a tailgate is required on certain order, buyer must settle tailgate fees prior to order delivery.