

RETURNS, REFUNDS & EXCHANGES

We hope you love your Soul Camper purchase. If something isn't quite right, please read our Returns, Refunds & Exchanges Policy below.

CHANGE OF MIND RETURNS

We offer returns for change of mind within 10 days of receiving your order.

To be eligible for a change of mind return:

- The item must be unused and in its original condition.
- All original tags and packaging must be included.
- You must contact us within 10 days of receiving your order.

Eligible change of mind returns may be accepted for a refund, exchange or store credit.

Original shipping costs are non-refundable for change of mind returns.

All postage costs associated with a change of mind return are the responsibility of the customer.

EXCHANGES

If you would like to exchange an eligible item, please contact us within 10 days of receiving your order.

The customer is responsible for:

- The cost of returning the original item to Soul Camper; and
- The postage cost of sending the replacement item.

We recommend using a tracked postal service when returning your item, as Soul Camper cannot be responsible for parcels lost or damaged while being returned to us.

FAULTY, DAMAGED OR INCORRECT ITEMS

If your product arrives damaged, is faulty, or you have received an incorrect item, please contact us at hello@soulcamper.com.au before returning the product.

Please include your order number, a description of the issue and photographs where appropriate.

Where a product is confirmed to be faulty or incorrect, Soul Camper will provide the remedy required under applicable consumer law. This may include a repair, replacement or refund depending on the circumstances.

Where applicable, reasonable return postage costs for a confirmed faulty or incorrect product will be covered or reimbursed by Soul Camper.

Our change of mind conditions, including the 10-day return period and requirement for original packaging, do not limit any rights you may have in relation to faulty products under the Australian Consumer Law.

AUSTRALIAN CONSUMER LAW

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law.

Nothing in this policy is intended to exclude, restrict or modify any rights or remedies available to you under the Australian Consumer Law.

AFTERPAY PURCHASES

Purchases made using Afterpay are subject to the same return eligibility requirements outlined in this policy.

Where a refund is approved, the refund will be processed through Afterpay. Afterpay will adjust the customer's payment schedule and, where applicable, return amounts already paid in accordance with Afterpay's refund process.

Using Afterpay does not affect any rights you may have under the Australian Consumer Law.

PRE-ORDERS

Pre-order products are reserved specifically for the customer ahead of stock becoming available.

If you wish to cancel a pre-order before dispatch, please contact us as soon as possible at hello@soulcamper.com.au.

Once a pre-order has been dispatched and received, our standard Returns, Refunds & Exchanges Policy applies.

Nothing in our pre-order policy limits your rights under the Australian Consumer Law.

INTERNATIONAL ORDERS

We ship selected Soul Camper products internationally.

International customers are responsible for checking that products are suitable for use in their country and for providing a complete and accurate delivery address.

Import Duties & Taxes

International orders may be subject to import duties, taxes, VAT, customs charges and/or clearance fees when entering the destination country.

These charges are determined by the relevant local authorities and are the responsibility of the customer.

Import duties, taxes and customs charges are not included in the product price or shipping cost unless expressly stated otherwise at checkout.

Where payment of import charges is required before delivery, the customer is responsible for making the required payment to the relevant customs authority, postal service or carrier.

If an international parcel is refused, unclaimed or returned to Soul Camper because applicable import duties or taxes have not been paid, any refund will be assessed once the parcel has been returned to us. Any costs reasonably incurred in recovering or returning the parcel may be deducted from the refund where permitted by law.

THE LENNOX – PRODUCT COMPATIBILITY

The Lennox is designed to attach magnetically to compatible vehicles with a single, top-hinged tailgate and suitable magnetic steel attachment areas.

The Lennox is not suitable for barn-door style rear doors and may not attach correctly to vehicles with aluminium, fibreglass, plastic or other non-magnetic body panels.

Vehicle makes and models can vary between years and specifications. Any vehicle compatibility information provided by Soul Camper is intended as a general guide only.

We strongly recommend testing the intended attachment areas of your vehicle with a household magnet before ordering.

A change of mind return due to vehicle incompatibility will be treated in accordance with our standard change of mind returns policy, including customer responsibility for return postage.

This does not affect your rights if the product itself is faulty, incorrectly described or otherwise does not meet applicable consumer guarantees.

HOW TO MAKE A RETURN OR EXCHANGE

Before returning an item, please email:

hello@soulcamper.com.au

We will provide you with a **Returns / Exchange Form** and any relevant return instructions.

Please complete the form and include it with your returned item.

Returns should be sent to:

Soul Camper

2/2 Sunseeker Close
Noosaville QLD 4566
Australia

Please retain your tracking information and proof of postage until your return has been completed.

QUESTIONS?

If you have any questions about a return, exchange, faulty product or international order, please contact us at:

hello@soulcamper.com.au