

Southern Spirit/Vantastic Returns & Warranties

You **must** include this form in your returns parcel, even if you have already spoken to one of the team. Otherwise it makes it very difficult for our returns department to process things quickly for you.

Name on order:
Order/invoice number:
Email



QTY	Product Code	Product description	Please tick			Reason Code	Reasons for the return code
			Refund	Store credit	Nothing/ I'm sorted		
							1 - Item not as expected 2 - Item/Quantity not needed 3 - Ordered by mistake 4 - Poor quality/ faulty 5 - Damaged 6 - Inccorret item received 7 - Arrived too late 8 - Doesn't work in my van 9 - faulty after use / warranty claim
							Please send returns to: Southern Spirit Campervans – returns 44 Beach Street Kippa-Ring, QLD 4021

Additional info:

SENDING ITEM BACK TO US

Simply return within 30 days and we will refund the full cost of the items. After 30 days we will still accept returns but only for Store Credit. We cannot accept returns after 90 days.

- Item condition - All returned items must be unused, undamaged, and in their original packaging so that we can still sell them as new. Made to order items ie fly screens can not be returned at all.
Where items are not in new condition or damaged or show wear and tear, a up to 50% restocking charge will apply or we will send item back to sender at buyers expense- please contact us if unsure beforehand.
- Item faults occurring during **warranty** period need to be returned, with a short description of the fault (you can also attach pictures)- please send a print copy of the invoice.
We will check & test the item and in case of a valid warranty claim we will send a replacement item to you at no cost.
- Exchanges - The fastest way to get a replacement is to simply order your new item online right away & then return the original item for a full refund. This reduces the risk of it going out of stock.
- Store credit - If you do prefer to wait for store credit then please go ahead and return the unwanted items and we will send you an email with a credit note once it arrives back to us.
You can then reorder online.
- Postage costs - We can only refund the cost of return postage costs if we have made a mistake or the item received arrived faulty / damaged.