

Uptown Outback Returns and Exchanges

Return Instructions

If for any reason you are unhappy with your purchased item, please contact us by phone or email, within 14 days of receipt. We would like to discuss the best course of action with you to rectify the situation, and to give us every opportunity to ensure your satisfaction with our products and service. Please do not return items without prior contact.

Faulty Goods

Damaged or imperfect goods will be replaced (if in stock), or refunded, whichever you prefer. We may request you provide us with a photo of the defective item. Return postage will be reimbursed to you, together with the total original purchase cost. Other than postage, additional costs associated with the item return will not be reimbursed (e.g. parking fees etc.) Goods must be returned in their original packaging, to prevent further damage, and forwarded by registered post. Returned goods must be received by Uptown Outback within 14 days of your return request, or the return request will be considered null and void. Replacement items posted by us will be posted by registered post, and will require a signature upon receipt. Refunds will be made against the original form of tender. Refunds and reimbursements will be paid by us within 7 days of receipt by Uptown Outback of the returned item.

Unwanted Goods

Should you change your mind on your product, you may return the item, provided you have contacted us within 14 days of receipt. Goods may only be considered for return if in a perfectly saleable condition, including all original packaging. The item and the packaging must be returned undamaged, and forwarded by registered post for tracking purposes. Original postage costs will not be reimbursed, and the return postage costs will also be the buyer's responsibility. Refunds and reimbursements will be paid by us within 7 days of receipt by Uptown Outback of the returned item.

Items Not Received

Occasionally, circumstances beyond our control may result in deliveries that do not go to plan. We regret that if you have left instructions for deliveries to be left without signature, and your item is not received, then we will be unable to replace the missing item.

Our Guarantee

Goods advertised by Uptown Outback will always be described with full disclosure to the best of our ability, to avoid you any disappointment.

We value your feedback, and your satisfaction is important to us. We therefore offer you our personal guarantee for any reasonable requests, above and beyond our legal requirements, and any manufacturing guarantee.