

UltraShade

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Returns Policy for www.ultrashade.com.au

We want you to be completely satisfied with your purchase from www.ultrashade.com.au. If you're not happy with your order, we'll do everything we can to make it right. Please read our returns policy below.

Returns

If you're not satisfied with your purchase, you may return the item(s) within 30 days of the date of purchase for a full refund, provided that the item(s) are returned in their original condition, with all tags and packaging intact. To initiate a return, please contact our customer service team at [insert email address] with your order number and the reason for your return. We'll provide you with instructions on how to return your item(s) and issue you with a return authorization number (RAN).

Please note that the cost of return shipping is the responsibility of the customer, unless the item(s) is faulty or damaged upon receipt.

Refunds

Once we receive your returned item(s), we'll inspect them to ensure that they're in their original condition. We'll then process your refund within 5-7 business days of receipt of the returned item(s).

If you paid by credit card, your refund will be credited back to your original payment method. If you paid by PayPal, your refund will be credited to your PayPal account.

Exchanges

We don't currently offer exchanges for items purchased from www.ultrashade.com.au. If you need a different size, colour or style, please return your item(s) following the process outlined above and place a new order for the item(s) you require.

Faulty or damaged items

If your item(s) is faulty or damaged upon receipt, please contact our customer service team at [insert email address] with your order number and a description of the issue. We'll provide you with instructions on how to return the item(s) and issue you with a return authorization number (RAN).

We'll cover the cost of return shipping for faulty or damaged items and provide you with a replacement or a full refund, depending on your preference.

Contact us!

If you have any questions or concerns about our returns policy, please don't hesitate to contact our customer service team at info@ultrashade.com.au. We're here to help!