

Returns, Exchanges and Warranty

In addition to your statutory rights, if you change your mind within 14 days of purchase, we are happy to offer an exchange or provide store credit for the value of the purchase (excludes Clearance items). The returned item must be in new, unused condition with all original packaging.

For faulty, damaged or incorrectly supplied items, both original and return shipping fees will be covered by The Trail Co.

For other exchanges, eg for change of mind or incorrect size, the buyer will cover return of the goods and assumes responsibility for the goods reaching The Trail Co. in original condition. The Trail Co. will cover the cost of outbound shipping on one exchange per transaction.

How to organise a return

CHECKLIST:

- ☐ Contact us on 07 3123 4824 or email shop@thetrail.co within 14 days of purchase to notify us that you intend to make a return.
- ☐ Complete this form and return it with your goods.
- ☐ Package your goods in a parcel bag in the condition outlined below.
- ☐ Affix the postage label. **Please do not affix postage labels directly to product packaging.**
- ☐ Return your goods to us. Please keep proof of postage or tracking numbers.

Please ensure return items reach us within thirty (30) days of purchase. Items must be returned with all original and undamaged packaging, including all product tags, labels and instruction manuals. If an item is not returned promptly, in its original packaging, is damaged or has any accessories missing, we reserve the right to refuse a refund or deduct the cost of the missing accessories.

Warranty Claims

For warranties, please follow the returns process above, but items may be returned within the warranty period, commencing from the date of purchase.

For health and safety, change of mind returns cannot be accepted for underwear, creams, powders or food/nutrition products, even if the original packaging appears intact.

Refunds

If you ordered two of the exact same item in different sizes in the one order, we will refund the cost of the incorrect sized item once it is returned to us unused and with all original packaging. Returns must be made within our standard return period, outlined above.

Any refunds will be processed within five (5) business days of approval.

Refunds can only be processed via the original payment method.

After The Trail Co. has processed your refund, it may take an additional five (5) working days to appear in your account, depending on banking timelines.

Clearance Items

Products purchased on Clearance may only be returned if they are faulty or if we supply the incorrect item. Returns are not available if it's the wrong size for you, not quite what you imagined or you have changed your mind in any other way. We'd love to help everyone out but due to the low margin on Clearance items, we can't absorb the extra costs incurred from the payment processing fees, shipping and handling involved in exchanges.

The Trail Co.

Unit 14 / 655 Toohey Rd., Salisbury QLD 4107

07 3123 4824

shop@thetrail.co

www.thetrail.co

Returns Form

Please read our returns terms and conditions, then complete this form and return it with your goods.

Your Details

Name	Order #
Phone	E-mail

Please provide at least one method of contacting you in case we need to discuss your return options.

Items Returned

Product	Size	Colour	Qty
1.			
2.			
3.			

How can we help?

PLEASE CHECK:

- ☐ I have read and understand the returns terms and conditions and have followed the returns process.
- ☐ I will not stick address labels to product packaging



The Trail Co.
Unit 14/655 Toohey Rd
Salisbury
QLD
4107