Returns Policy

At Mars Campers, we want you to shop with confidence. If something isn't right with your order, we're here to help. Please read our Returns Policy below for information on how to request a return, refund, or exchange.

1. Change of Mind Returns

Please note that **Mars Campers does not offer refunds or exchanges for change of mind** on any spare parts or accessories. We encourage all customers to choose carefully and reach out to our Spare Parts Department if they need help selecting the correct component for their camper.

Please note:

- Shipping costs for change-of-mind returns are the responsibility of the customer
- A **restocking fee of up to 15%** may apply in some cases
- Items marked as "Clearance", "Special Order" or "Custom Made" cannot be returned due to change of mind

2. Damaged or Faulty Items

If your item arrives **damaged**, **defective**, or **not as described**, please contact our Spare Parts team within **7 days of receiving the item**. We may ask for supporting photos or videos to assess the issue.

If a product is confirmed to be faulty or damaged during shipping, we will:

- Offer a **replacement**, **repair**, or **full refund**, and
- Cover the cost of return shipping where applicable

3. Incorrect Items

If you receive an incorrect item due to a packing or listing error on our part, please notify us within **7 days** of receiving your order. We will organise the correct item to be sent to you and cover return postage for the incorrect product.

4. Warranty Claims

Mars Campers does **not provide warranty coverage directly** on spare parts sold through the store. All warranties are managed by the **individual manufacturers** of the spare parts.

If you believe your item has a manufacturing fault covered under warranty, please get in touch and we'll assist you through the claim process. Our **Spare Parts Department** can liaise with the relevant manufacturer on your behalf in the event of a warranty claim. We'll help coordinate communication and provide documentation where needed to support your case.

5. How to Request a Return

To begin the return process, please contact our **Spare Parts Department** via email to bryce@marscampers.com.au and provide:

- Your order number or invoice
- Details about the item(s) you'd like to return
- Photos (if the item is damaged or faulty)

We'll review your request and provide return instructions, including a return address and reference number if approved.

6. Return Address

Approved returns should be sent to the address below. Please do not return any items without first receiving authorisation, as they may not be accepted.

Return Address: 65 Abbott Rd, Hallam VIC 3803

If you have any questions about our Returns Policy or need assistance with a product you've received, please don't hesitate to contact our friendly team.