

Uniform Shop



RETURNS - REFUNDS AND EXCHANGES POLICY

POLICY

The McDowall State School Parents and Citizens' Association (P&C Association) adheres to consumer protection laws and the Trade Practices Act. The Uniform Shop will gladly process refund and exchanges, subject to the conditions set out in this policy. This policy will clarify how all refunds and exchanges will be managed and processed.

TIMING

General refunds and exchanges will be accepted *within 30 days* of purchase.

EVIDENCE OF PURCHASE

All items for refund or exchange must be presented with the original receipt of purchase.

REFUND PAYMENTS

The P&C Association *prefers that all refunds be processed through the Uniform Shop EFTPOS machine* as the Uniform Shop is run on a limited cash float.

Alternatively, refunds will be processed in the manner in which payment was tendered, for example

- cash through cash;
- card through card;
- or Flexischools through Flexischools.

GENERAL REFUNDS AND EXCHANGES

The Uniform Shop will accept and process items to be refunded or exchanged due incorrect size or style, or change of mind subject to the items being returned in new, unworn condition in its original packaging and with the original tags still attached.

MANUFACTURING DEFECTS

The Uniform Shop will refund or exchange items with proven major manufacturing defects. This does not include damage to items that occurred after the sale. In some instances, the Uniform Shop may need to liaise with the manufacturer to determine any such defects or faults. In all instances, the Uniform Shop will abide by all related statutory laws and endeavour to have the matter resolved as soon as possible.

QUERIES

All individual queries can be discussed with the Uniform Shop Convenor.

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