



# Eatons Hill State School Parents & Citizens Association Uniform Shop



## Refund & Exchange Policy

### **\*New Goods – Not Faulty**

Goods will only be accepted for exchange or refund if they are returned in their original condition and packaging, with an accompanying receipt within 30 days of purchase. Once a garment has been worn or washed, we are unable to accept the item for exchange or refund. Please check sizing of all garments prior to wearing or washing.

Once a garment has been worn or washed it is considered second hand.

### **\*New Goods - Faulty**

Faulty new goods will be exchanged immediately upon return with an accompanying receipt within 30 days of purchase provided they have not been worn, washed or used in anyway.

### **Worn/Washed/Used Goods – Faulty**

The Uniform Shop reserves the right to assess the condition and age of returned goods prior to providing an exchange or refund. This may result in an exchange or refund being refused. The Uniform Shop reserves the right not to offer an exchange or refund where the item fault is a result of misuse or neglect.

If Convenor is unsure as to whether an exchange would be provided for worn/washed/used goods that are faulty, they will be sent them back to the supplier for their decision regarding the fault. It is the supplier's discretion to decide if the goods are to be repaired or replaced. All returned goods that have been worn must be washed prior to return. The supplier will not inspect/repair soiled goods.

\*An exception can be made for advance purchases of new items for the following school year – New items can be returned with an accompanying receipt until the 15<sup>th</sup> of February.