



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 this back 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, we will send 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.