



## Uniform Shop Returns and Refund Policy

The Uniform Shop will accept item returns and provide the customer with refund or exchange with proof of purchase, when the **request is done so in a timely manner** being related to the wrong size choice or a faulty product, and when the following criteria are met.

### Your responsibility

#### Return of Faulty Product:

If the problem is major, you are entitled to a replacement or refund; examples of major failure are when the product:

- has a problem that would have stopped you buying, had you known about it
- is unsafe
- doesn't do what we said it would do

The Uniform Shop reserves the right not to offer an exchange, refund or repair on items where the item fault is the result of misuse, neglect or incorrect washing instruction of the item.

#### Wrong size

Items may only be exchanged or refunded if they are returned within 60 days of purchase, and

- the item(s) are in new condition and unworn with the tags intact and attached
- has not been washed or labelled
- all Prep Packs and Starter Packs purchased during the Back-to-School ordering dates (October to January) have until the second week of Term 1 to be returned for exchange or refund. Individual items purchased in packs cannot be refunded, only exchanged.

### Uniform Shop responsibility

In the case of faulty products, the Uniform Shop will contact the supplier to advise of the returned item(s) and the issues related to such to arrange for a credit to the account and determine future action where needed.

The Uniform Shop reserves the right to assess the condition and age of the returned goods prior to providing refund or exchange, this may result in refund or exchange being refused.

If for any other reason you are unhappy with a purchase from the Uniform Shop it would be appreciated if you can bring this to the attention of the Uniform Shop coordinator for discussion either in person during shop opening hours or via email to [css.uniformshop@gmail.com](mailto:css.uniformshop@gmail.com).

We will assess each reasonable request for exchange or refund on its merits.