



CAVENDISH ROAD

State High School

P&C ASSOCIATION

ABN: 17 927 063 785

UNIFORM SHOP TERMS & CONDITIONS

REFUNDS AND EXCHANGES

To receive a full refund or exchange on an item purchased either online or instore it **MUST** be returned **within one month from date of purchase**, provided the items have:

- Original packaging.
- Tags attached.
- Have not been worn, soiled, marked or washed.
- Proof of purchase (eg. Receipt or online print out of order).

There will be no exchanges or refunds on second-hand items bought from the Uniform Shop.

Any refunds will be issued using the original payment method.

BACK TO SCHOOL TIME EXTENSION

Items purchased in November or December of each year will have until 31 January of the following year to return items for a refund or exchange, excluding items purchased at a discounted price.

PURCHASE OF DISCOUNTED ITEMS

Items purchased online or instore at a discounted price will need to be returned **within one month from date of purchase** to receive a full refund or exchange. These items are not eligible for the 'Back to School Time Extension'. Where an item is exchanged for another size, the discounted price may not apply to the alternate size.

ORDER DISCREPANCIES

All online orders should be checked on collection to ensure all items have been provided as ordered. Any discrepancies to the original order need to be communicated to the Uniform Shop Convenor for investigation **within one month from date of purchase** (NOT from date of collection).

FAULTY ITEMS

Any faulty items should be returned to the Uniform Shop Convenor as soon as possible upon becoming known to the owner. It is at the discretion of the manufacturer (not the Uniform Shop) to decide whether the item will be refunded, replaced, repaired, or returned to the customer.

Where the item fault is assessed by the manufacturer as resulting from misuse, neglect, or incorrect washing, no exchange, refund or repair will be available.

COLLECTION OF ONLINE ORDERS

Orders placed online will be available for collection the next business trading day. Trading days are currently Monday, Wednesday and Friday. Online orders are to be **collected within one month from date of purchase** (ie. date order was placed). If an order remains uncollected after this time, ordered items will be returned to stock and a refund processed back to the appropriate My Student Account **less a \$10 administration fee**.