

Refund and Exchange Policy

Woodlupine Primary School P&C Association adheres to Consumer Protection Laws and the Trade Practices Act.

Timing

Exchanges will be accepted within 30 days of purchase.

Evidence of Purchase

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

Exchanges

The Uniform Shop will accept and process items to be exchanged due to incorrect size, style or change of mind subject to the items being returned in new, unworn condition within 30 days with proof of purchase.

Credit Notes may be issued against future purchases from the Uniform Shop.

Refunds will not be processed.

Manufacturing Defects

The Uniform Shop will exchange, replace or refund items with proven major manufacturing defects.

This does not include damage to items that occur after sale. In some instances, the Uniform Shop may need to liaise with the manufacturer to determine any such defects or faults.

Payment Plans/Change of Circumstances

Some items from the Uniform Shop are required to be paid in full prior to ordering (eg; Leaver Shirts/Jackets). If circumstances change (such as a change of school) prior to the order being placed with the supplier, the amount paid will be refunded and the order cancelled.

Queries

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

