



## School Shop Refund and Exchange Guidelines

### Premise or Rationale

These guidelines set out the process to request a refund and/or exchanges of items purchased at The Friends' School Shop.

### Scope

These guidelines apply to items sold at The School Shop including uniform, books and stationery.

### Guideline / Procedure

#### Faulty Goods

In accordance with Australian Consumer Law, should a product sold subsequently display a fault, a refund/repair/replacement will be offered in accordance with Consumer Guarantees.

#### Change of Mind

#### Refunds

Should a customer change their mind after the purchase of any new items, they may return the item/s for a full refund within 30 days of purchase, subject to the following conditions:

- Items must be unused/unworn and in brand new condition with all original tags attached and packaging intact
- A receipt must be presented with the goods
- Refunds will be processed via the same payment method of original purchase. In the case of EFPTOS transactions, refunds will be processed to the same card used at the time of original purchase.

#### Exchanges

Should a customer wish to exchange new uniform item/s for an alternate size they may do so within 90 days of purchase, subject to the following conditions:

- Items must be unused/unworn and in brand new condition with all original tags attached and packaging intact
- A receipt must be presented with the goods
- Items must be current uniform items

#### Exclusions

No refund or exchange is available if customer changes their mind after purchasing:

- second hand uniform items
- new items of uniform, books or other items that are not in stock and are specifically ordered for a customer
- new items which are being discontinued or are discounted and marked as such

## Definitions

**Consumer Guarantees** – Automatic guarantees that are provided for consumers under Australian Consumer Law.

**Second Hand Uniform** – Second hand uniform items that are offered for sale on behalf of families.

## Associated Guidelines and Processes

Uniform Handbook and Price List – TFS-FIN-L3-013

## Notes or Links to Other Documents

Australian Competition and Consumer Commission – [Consumer Guarantees](#)

Australian Competition and Consumer Commission – [Receipts and Proof of Purchase](#)

## Document Management

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