



Gumdale State School P&C Association Uniform Shop Refund and Returns Policy

The Uniform Shop will accept item returns and provide the customer with a refund, exchange or repair where the customer can provide adequate proof of purchase.

- Any items returned should be in new condition with tags attached.
- The Uniform Shop will determine if a replacement item is to be given to the customer.
- All decisions will be notified to the customer.
- 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.
- The Uniform Shop reserves the right to assess the condition and age of the returned goods prior to providing repair, refund or exchange. This may result in repair, refund or exchange being refused.
- No refund will be given for incorrect size choice, only an exchange.
- Items may only be exchanged or refunded if they are returned within 30 days of purchase and the item(s) are in new condition and unworn with the tags intact and attached.
- 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.
- The Uniform Shop is to contact the supplier to advise of the returned item(s) and to arrange for a credit to the account.
- School bags have a lifetime warranty excluding the mesh pocket. Please contact the Uniform Shop with proof of purchase if you have a warranty claim.
- There is no refund or exchanges on custom orders, please refer to the size chart when ordering.
- There are no refunds or exchanges on second-hand items purchased from the Uniform Shop. All items are in good used condition and may have minor repairs, small marks, pilling, fading, or names.