

Uniform Returns Policy

The Palmwoods State School P&C Association Uniform Shop exists to provide a service for our school community and raise funds for the P&C, which are in turn invested back into the school.

The Uniform Shop will accept product returns and provide you with a refund, exchange or repair where:

- The item was purchased within 14 days of return,
- The product is faulty or is not of acceptable quality at time of opening; or the product is not fit for its intended purpose
- You can present adequate proof of purchase.
- No refund will be given for an incorrect size choice – only exchange. Products may be exchanged for another size if they have not been worn, are still in as-new condition and must not have been laundered.
- The Uniform Shop may elect to return the product to the manufacturer's repair agent to determine the nature of the problem* The Uniform Shop reserves the right not to offer an exchange, refund or repair where the item fault is a result of misuse or neglect or incorrect washing instructions of the item. * To avoid inconvenience, it is recommended to inspect and notify of faults prior to removing tag or wearing for first time, and the Uniform Shop will return the garment to its' manufacturer under warranty and a replacement provided subject to being in stock.
- The Uniform Shop reserves the right to assess the condition and age of returned goods prior to providing a repair, exchange or refund. This may result in a repair, exchange or refund being refused.
- Any Item accepted as faulty by Uniform Shop staff referred back to the manufacturer, needs to be returned in a clean and freshly laundered condition.
- Second-hand items cannot be refunded.

Please note only current brand second-hand items will be considered for re-sale.

We comply with all relevant legislation around refunds and exchanges, as dictated by the Australian Competition and Consumer Commission.

More information about your consumer rights can be found at:

<https://www.accc.gov.au/consumers/consumer-rights-guarantees/repair-replace-refund#repair-replacement-or-refund>

Thank you, Uniform Shop Management P&C Association Palmwoods State School.