



Scone Grammar School



Return/Exchange Policy

As per the Australian Consumer Law, the Uniform Shop will accept item returns/exchanges subject to the following:

- All new items can be exchanged or refunded within three months of purchase.
- Items must be unworn with tags still attached and not labelled.
- For any faulty item, it should be returned in a clean and freshly laundered condition. The Uniform Shop Manager will then assess the best option, which could be a repair, exchange, or refund.
- The Uniform Shop reserves the right not to offer an exchange, refund, or repair on items where the item fault is a result of misuse, neglect or incorrect laundering.
- The Uniform Shop may elect to return the product to the manufacturer's repair agent to determine the nature of the problem. To avoid inconvenience, it is recommended to inspect and notify of faults prior to removing the tag or wearing it for the 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 refusal of the repair, exchange, or refund.
- Refunds will be provided in their original tender.
- No refund or exchange will be offered on secondhand items.

Uniform Shop Management

SGS P & F Assoc Inc