

# Kelvin Grove State College P&C Association Uniform Shop: Refund and Exchange Policy



At the KGSC P&C Association Uniform Shop, we are committed to ensuring that our customers receive products of acceptable quality.

If your purchase is faulty or not of acceptable quality, you have the right to a replacement or refund.

If the item you purchased is faulty or develops a fault within a reasonable timeframe through normal use, you may be entitled to a refund or exchange.

## Conditions for Returns

- **Proof of Purchase:** Please provide your original receipt or proof of purchase.
- **Condition of Goods:** Returned items must be unworn, unwashed, and in original condition with tags and packaging intact, unless the item is faulty.
- **Timeframe:** Returns or exchanges must be requested within 30 days of purchase, except for faulty goods, where you may request a remedy beyond this period.

## Incorrect Sizing

If an item does not fit:

- If an item does not fit, you may exchange it for a different size, provided it is returned in its original condition, unwashed, unworn and with tags and packaging within 30 days.
- Refunds may be offered if an exchange is not possible.

## Exclusions

- **Change of Mind:** Refunds or exchanges are not available for change-of-mind purchases.
- **Second-hand Items:** Second-hand items are sold "as is." However, you may still be entitled to a remedy if the item fails to meet the acceptable quality standard based on its age and condition.
- **Improper Use:** Goods damaged due to misuse, neglect, or abnormal use are not eligible for a refund or exchange.

## Process for Returns

To request a refund or exchange, please bring the item and proof of purchase to the Uniform Shop.

For more information or assistance, please contact the Uniform Shop team.