



# Kings Langley Public School P&C Association

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## Uniform Shop Refund and Return Policy

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

- The product is faulty or is not of acceptable quality; or
- The product is not fit for its intended purpose; and
- You can present your Uniform Shop register receipt or other 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 still have their tag attached and are in as-new condition. Exchanges can only be made within 30 days of purchase.

The Uniform Shop may elect to return the product to the manufacturer's repair agent to determine the nature of the problem. Where an item has been returned to the manufacturer a receipt will be given for the items and you will be notified of the outcome. Manufacturer's decision on wear and tear or fault is final.

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. The Uniform Shops decision will be made with discretion and special circumstances will be considered at all times.

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.

All items purchased from the second hand uniform shop will not be refunded or exchanged.

**This policy will be reviewed as required and updates made accordingly.**

Thank you  
Kings Langley Public School Uniform Shop