



## UNIFORM SHOP REFUND & RETURN POLICY

- The Dungog High School Uniform Shop will generally accept product returns and provide you with a refund, exchange or repair where:
  - The product is faulty, or is not of acceptable quality at time of opening; 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, or within two weeks of a new school term commencing, or after Christmas holidays.
- 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.
- Any item accepted as faulty by Uniform Shop staff to be referred back to the manufacturer, needs to be returned in a clean and freshly laundered condition.
- The Uniform Shop reserves the right to assess the condition and age of returned goods prior to providing an exchange or refund. This may result in an exchange or refund being refused.
- We do not accept returns for items that are no longer part of the School's Uniform standards. For example, if we are selling items that are being discontinued, there will be no return option.

*\* 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.*