




Howard State School P&C Association  
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 Howard State School P&C

## Uniform Shop – Exchange/Refund Policy

The Howard State School P&C Association policy on refunds is set out by the Office of Fair Trading.

Specifically this states that a customer is entitled to return goods and request a refund, exchange or repair if the goods purchased:

- Have a fault that the customer could not have known about at the time of purchase;
- Are not the same as the description provided by the salesperson/advertisement;
- Do not match the sample the customer was shown at the time of purchase;
- Do not perform the role the customer was led to believe it would.

Customers are not entitled to a refund if:

- They change their mind;
- They realise they cannot afford the goods;
- They choose the wrong size or colour at the time of purchase;
- They found the item at a cheaper price elsewhere;
- They knew about a particular fault at the time of purchase;
- They were responsible for causing the fault (eg washing or wearing the product);
- They don't have the original tags/bag and receipt.

Any new items purchased from the Howard State School P&C uniform shop will happily be exchanged or returned for a refund within one (1) week from the date of purchase as long as the following conditions are met:

- The items are in their original condition and have not been worn or washed
- All labels are still attached
- The sales receipt is provided

Items which are faulty will be sent back to the manufacturer for repair in the first instance. If the item is unable to be repaired within a reasonable time frame a refund or replacement will be issued.

Second hand uniforms are not able to be exchanged or refunded.

The acceptance of any refund or exchange is at the discretion of the Executive Committee.

**Thank you for your cooperation**  
**Your P&C Association**