



Howard State School P&C

P&C President: Ally Pearce

Howard State School P&C Uniform Shop Policy

1. Purpose

The purpose of this policy is to ensure the smooth operation of the Howard State School P&C Uniform Shop, providing clear guidance to families on ordering, payments, exchanges, and refunds. The uniform shop is fully volunteer-run, and resources are limited. This policy helps manage expectations and supports the efficient delivery of services to students and families.

2. Ordering and Collection

Families can order uniforms:

- In person at the uniform shop (located in the tuckshop)
- Online via the Qkr! app

Uniform shop opening time for in-person purchases: Thursdays, 8:20 – 8:40 am.

Online orders cut-off: Thursdays at 8:00 am.

Collection of orders: All online and in-person orders must be collected from the uniform shop during opening times.

3. Payment

In-person purchases: Cash or card accepted.

Online orders: Paid via the Qkr! App.

All items must be paid for in full before collection.

4. Refunds and Exchanges

Exchanges are allowed for incorrect sizing only.

Items must be unworn, unwashed, and with original tags/packaging.

Exchanges are only possible if stock is available.

Exchanges must be made within 14 days of purchase.

Refunds will be provided as Qkr! credit if items are unavailable.

No returns or exchanges for change of mind.

5. Faulty or Damaged Items

Faulty or damaged items must be returned to the uniform shop during opening hours.

Returns must be reported within 14 days of purchase.

6. Stock Availability

The uniform shop aims to maintain ample stock at all times.

Occasionally, stock shortages may occur; families may experience delays if items are out of stock.

7. Pricing

Prices are subject to change and are reviewed each term.

Families will be notified of any significant changes.

8. Contact

For any queries regarding uniform orders or returns, please contact: Email: hsspandc.executives@gmail.com