

# EXCHANGE/RETURN POLICY

## Exchanges and Refunds

Goods can be exchanged or refunded up to 90 days from the date of purchase with the following conditions:

- 1) To be eligible for a refund, returned items must have manufacturers tags still attached and be returned in its original packaging with no signs of wear.
- 2) Exchange items can be made in store at the Uniform Shop during the school terms.
- 3) Purchase receipt or other adequate proof of purchase must be presented at time of requesting for a return or refund.
- 4) All the requested refund will be sent back to the nominate bank account or the student account as a fee in advance (FIA).
- 5) A 'Uniform shop- student refund application" Form is required to be filled and submitted.

## Faulty Product

Any product that appears to be showing a manufacturing fault outside of fair wear and tear should be returned as soon as possible with a copy of the purchase invoice so one of the following actions can be taken.

**Replace:** If a product is deemed faulty, the garment will be replaced like for like.

**Refund:** Failing the product cannot be replaced a full refund will be provided.

The Uniform shop coordinator reserves the right on behalf of James Ruse Agricultural High School, to assess the condition of the returned items prior to providing a refund or exchange.