



## KALINDA PRIMARY SCHOOL

**Policy: SCHOOL UNIFORM RETURNS/EXCHANGE POLICY**

**Reviewed 2012**

### **RATIONALE:**

Kalinda Primary School currently sources its uniform articles from a number of different suppliers. Every effort is made to order quality articles of uniform and the school should not be held responsible for manufacturer defects.

### **AIMS:**

- To provide clear guidance and equal access to all members of the school community regarding returns and exchanges at the Kalinda Uniform Shop.
- One (1) standard policy has been set with regard to defective or unsatisfactory items that require return or exchange.

### **GUIDELINES:**

1. Articles that are unsatisfactory due to manufacturer defects and are returned to the Uniform Shop (with proof of purchase), within 90 days of purchase, after they have been worn, laundered and/or used will be replaced with an alternate item.
2. Articles that are considered unsatisfactory by the purchaser more than 90 days following purchase will not be accepted for return by Uniform Shop. These may be returned to the supplier for determination on repair or replacement by the purchaser if desired.
3. Articles that are unsatisfactory due to incorrect sizing that are returned to the Uniform Shop, within 14 days of purchase (with proof of purchase), in the same condition as initial receipt (ie. re-saleable) will be exchanged for the correct size.
4. Articles that are unsatisfactory due to incorrect sizing that are returned to the Uniform Shop and have been worn, laundered and/or used cannot be refunded or replaced.
5. Due to Health & Safety Regulations, hats cannot be exchanged or refunded after purchase. Please choose size carefully.

The above-mentioned policy does not impede the rights of a consumer under any Act or Legislation in Victoria.

### **Please note:**

- Original sales receipt is required as proof of purchase for all returns or exchanges.
- Please retain all your original Sales/Tax Receipts - (photocopy to maintain clarity). We will be unable to provide you with a reprint of any receipt that has been misplaced or has faded that you may require for taxation or returns purposes.
- All second hand purchases are CASH ONLY, and cannot be returned, exchanged or refunded.
- Point 3 (above) does not apply to any pre-paid, special ordered articles (ie. Year 6 Commemorative Jackets/Tops, Rain Jackets, etc).

### **EVALUATION**

This policy will be reviewed as part of the school's three-year review cycle.

Ratified by School Council in November 2012