



# Southern Cross Catholic College

## Returns Policy

We aim to provide a fair and transparent process for all returns and exchanges. Please read the following policy carefully to understand your rights and responsibilities.

### **1. Compliance with Government Guidelines**

All returns must comply with the consumer rights and regulations outlined by the Queensland Government. This includes timeframes, conditions of goods and refund entitlements under Australian Consumer Law.

### **2. Proof of Purchase**

A valid receipt, invoice or order confirmation must be presented for any return or exchange. This helps us verify the purchase date and ensure the item was bought from our Uniform Shop.

### **3. Size Exchanges**

We understand that sizing can vary. If an item is the wrong size, we will offer an exchange under the following conditions:

- The item is unworn, unwashed, and in new condition.
- There are no marks, stains or names written on the item.
- The request is made within 3 months of the original purchase date.
- The item is returned in its original packaging.

Note: Exchanges are subject to stock availability. If the required size is unavailable, we may offer an alternative solution or refund.

### **4. Packaging Requirements**

All items must be returned in their original packaging, including tags, bags and labels. This ensures the item can be resold or assessed properly.

### **5. Faulty Materials**

If an item is new and has a manufacturing fault (e.g. fabric defects, stitching errors) we will replace it at no cost. Please report faults as soon as they are noticed.

## **6. Manufacturing Defects (Stitching/Elastic)**

If stitching comes undone or elastic snaps within a reasonable timeframe (typically within the first few months of use) we will:

- Send the item to the supplier for assessment.
- If repairable, the item will be repaired and returned.
- If deemed faulty, the item will be credited and a replacement will be provided.

## **7. Premature Wear Concerns**

If an item appears to wear out quickly and the parent is dissatisfied:

- The item will be sent to the supplier for a formal report.
- The report will determine whether the issue is due to a material fault or improper laundering/treatment.
- If the fault is confirmed, the item will be replaced.
- If the wear is due to misuse or incorrect care, no replacement will be offered.

Tip: Always follow the care instructions provided with uniforms to ensure longevity.

## **8. General Wear and Tear**

Items that are old, heavily worn or damaged due to regular use are not eligible for replacement or repair. This includes fading, thinning fabric or stretched elastic after extended use.

## **9. Second-Hand Items**

Items purchased second-hand through private sale are not eligible for exchange or refund. These items are sold as-is.

## **Additional Notes**

- All returns and exchanges must be processed through the Uniform Shop.
- Please allow approximately 14 business days for supplier assessments and processing.
- We reserve the right to decline a return if the item does not meet the conditions outlined above.