



West Leeming P&C involvement

REFUND & EXCHANGE POLICY **(UPDATED SEPTEMBER 2019)**

REFUNDS

We will happily provide a refund for a change of mind or goods incorrectly purchased.

- Goods must be returned to the Uniform Shop *within 2 weeks* of the order date.
- All items must be returned to the Uniform Shop in their original packaging/with the tags attached.
- Goods must be accompanied by a copy of your Quickcliq tax invoice or Quickcliq order confirmation as proof of purchase. (These can be obtained by logging into your Quickcliq account).
- A refund form is to accompany the goods with your details (including bank account) for the refund to be paid via EFT into a nominated bank account by the P&C Treasurer. Please note the EFT refund may take up to two weeks to be made. Refund forms are available on the school website and from the Uniform Shop in person or via email: wlpuniform@hotmail.com

EXCHANGES

We will happily exchange items should you purchase the incorrect size.

- Goods must be returned to the Uniform Shop *within 4 weeks* of the order date.
- All items must have the tags attached/be in original packaging.
- Goods must be accompanied by a copy of your Quickcliq tax invoice or Quickcliq order confirmation as proof of purchase (These can be obtained by logging into your Quickcliq account).

FAULTY GOODS

- Any faulty goods must be returned to the Uniform Shop in a timely manner.
- You must provide a copy of your Quickcliq tax invoice or Quickcliq order confirmation as proof of purchase.
- All faulty goods will be returned to the manufacturer to assess if the fault is covered as a manufacturing fault or deemed as wear and tear.
- Faults will only be considered within 3 months of purchase.
- The manufacturer has the right to repair or replace the faulty goods. All repairs and/or replacement is at the manufacturers discretion