

USHS P&C Uniform Shop Refunds and Returns Policy

The Uniform Shop will accept product returns and provide you with a refund or exchange if uniform item:

- Has not been worn, washed or altered
- Has the original tags/packaging
- Is faulty or is not of acceptable quality
- Is not fit for its intended purpose
- Is accompanied by the original purchase receipt (or other adequate proof of purchase)

The Uniform Shop is not required to provide a refund or replacement if you simply change your mind.

Refunds and/or exchanges are not accepted for any pre-loved uniform items purchased.

The Uniform Shop also reserves the right not to offer an exchange or refund where the item fault is a result of misuse or neglect.

The Uniform Shop Manager reserves the right to assess the condition and age of the returned item/s prior to providing an exchange or refund. This may result in an exchange or refund being refused.

Return Timeframes

Items need to be returned within 30 days of purchase.

The exception is for *Back to School* stock purchased in November and December. These purchases can be returned once Uniform Shop re-opens in January.

Where to Return Items

Please present items to the Uniform Shop during school term opening hours as listed below:

Monday to Friday	8.00am to 9.30am
Tuesday and Thursday	2.30pm to 3.30pm

All returned items will be inspected by a P&C Employee to ensure item meets the eligibility requirements (as listed above).

Return Credit

Credits may be refunded to the original payment method as shown on purchase receipt.



USHS P&C Pre-loved Uniform Policy

Terms and Conditions for Acceptance of Stock

Pre-loved uniform items must be in *good to very good condition* to be accepted as a donation or considered for consignment at USHS P&C Uniform Shop.

Only clothing that meets the following criteria will be considered:

- ★ Garment is the current school uniform as per Uniform Policy;
- ★ Garment is current supplier brand (P&C Uniforms)
- ★ Garment is freshly laundered;
- ★ Garment has no evidence of stains, discolouration, odour or yellowing;
- ★ Embroidery/school logos are in good condition;
- ★ Buttons and zips are in good working order; and
- ★ Garment does not have holes, pilling or fraying and hems are intact.

You may present items to the Uniform Shop during school term opening hours:

Monday to Friday	8.00am to 9.30am
Tuesday and Thursday	2.30pm to 3.30pm

The price for uniform consignments is set by the P&C Association as a fair and reasonable price and is non-negotiable. Payment will only be made via direct debit into your nominated bank account after garment/s sell.

The final decision on acceptance of garment/s is at the discretion of the Uniform Shop Manager. In addition to the quality of the garment submitted for purchase, other factors that may be considered are current stock levels, storage space and the likelihood of the item being resold.

P&C Uniform Shop Contact Details

Phone: 4197 0104

Email: uniformshop@uranganshs.eq.edu.au

Website: <https://uranganshs.eq.edu.au/facilities/uniform-shop>

