



# Carlingford Public School P&C Association

## **Uniform Shop Returns & Exchange Policy**

We will exchange or refund any new garment purchased at the Carlingford Public School Uniform Shop within 30 days under the following conditions:

### **New Garments**

- MUST be in their original condition. This means:
  - Tags have not been removed
  - The item has not been washed or otherwise coated or treated
  - The item must be unsoiled
  - House patches have not been ironed on
- The original purchase receipt must be provided when a refund is requested
- Exchange is dependent on size availability
- Items must be in re-sellable condition

### **Damaged/Faulty Items**

We will gladly exchange or refund any new item purchased if the item is found to be faulty at time of purchase.

### **Exclusions**

The following items are excluded from this exchange / returns policy:

- Socks.
- Hair accessories.
- Hats.

Second-hand / Pre-owned items: All items sold as second-hand / pre-owned are sold as-is and we are unable to offer an exchange or refund on them. Please ensure that you purchase the correct size. If you are unsure whether second hand items will be suitable for you please contact the Uniform Shop via email, prior to purchase. For any questions, please contact the Uniform Shop via email [Uniformshop@carlingfordpsandc.org.au](mailto:Uniformshop@carlingfordpsandc.org.au)