Pacific Pines State High School

Uniform Shop Refund Policy

Pacific Pines State High

Purpose

This policy outlines the circumstances under which refunds, repairs, replacements and exchanges may be provided through the Pacific Pines State High School Uniform Shop.

Consumer Guarantees (Your Rights)

Under Australian Consumer Law, customers are entitled to a repair, replacement, or refund if an item:

- Has a major fault
- Is significantly different from the description or sample
- Is unsafe
- Is not of acceptable quality

Where a major fault occurs, customers may choose a refund or replacement.

For minor faults, the school may offer a repair or replacement within a reasonable timeframe. These rights apply regardless of any additional voluntary policy outlined below.

Exchanges

The Uniform Shop may offer exchanges (but not refunds) under the following conditions:

- Item returned within 28 days of purchase
- Original receipt or proof of purchase provided
- Item is unworn, unwashed, and in original condition
- Tags remain attached

Faulty Items

Faulty items should be presented to the Uniform Shop. Staff will liaise with the manufacturer where applicable and remedies will be provided in accordance with Australian Consumer Law.

For Change of Mind

- Size exchanges are welcome subject to availability
- Refunds are not available.

Exchanges for incorrect sizing may be facilitated subject to stock availability and compliance with return conditions.

How to Arrange a Return

- Bring the item to the Uniform Shop during opening hours
- Provide proof of purchase

Non-Returnable Items

For hygiene and safety reasons, the following items are not eligible for return unless faulty:

- Hats
- Socks

Payment Method for Refunds

We operate with a no-refund policy, meaning that we do not issue online or card refunds. Instead, students will receive a credit to use for purchasing other uniform items.

Our Commitment

We are committed to:

- Treating families fairly and respectfully
- Following Australian Consumer Law
- Providing clear and transparent processes
- Resolving concerns efficiently

This policy operates in alignment with:

- **Queensland Department of Education** guidelines
- **Australian Consumer Law** obligations

The school reserves the right to amend this policy as required.

Contact for Assistance

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Version History

Current Version	Initial Release Date	Change Date	Description of Change	Author	Approved By
V2.0	March 2026	October 2026	Rebrand and added Purpose section.	H. Pitman	M. Whitbread (BM)