



Flagstone State Community College P&C Association

**REQUEST FOR UNIFORM REFUND**

**REFUND POLICY**

The Flagstone State Community College P&C Association policy on refunds is set out by the Office of Fair Trading. Specifically, this states that a customer is entitled to return goods and request a refund, exchange or repair, if the goods purchased:

- Have a fault that the customer could not have known about at time of purchase;
- Are not the same as the description provided by the sales person or advertisement;
- Do not match the sample the customer was shown at the time of purchase;
- Do not perform the role the customer was led to believe it would.

**Consumers are NOT ENTITLED to a refund if:**

- ***They change their mind;***
- ***They realise they can't afford the goods;***
- ***They found the item at a cheaper price somewhere else;***
- ***They choose the wrong size or colour at the time of purchase.***
- ***They knew about a particular fault prior to purchase***
- ***They were responsible for causing the fault.eg Washing or wearing the product.***
- ***They don't have the original bag and receipt.***

In the case of school uniforms, the Flagstone State Community College P&C Association agrees to:

- Provide a refund for a uniform that is faulty but not washed or worn.
- Exchange uniforms that are of incorrect size for uniforms of a correct size provided that they have the original bag and receipt and the exchange takes place within one month of purchase.
- Provide a refund for uniform items if the student is transferring to another school, the uniform items have not been worn and if the uniform items are returned in the original bag with the receipt within one month of purchase.

***Uniform items WILL NOT be exchanged or refunded if damage has occurred as a result of incorrect use by the customer – this includes washing and wearing of uniform. Items must be in the original bag , accompanied by the receipt as prove of purchase, and within a month of purchase.***

**Students Name:**.....

I, .....(customer name) acknowledge that I have read and understand the above conditions and request a refund for goods purchased that fall within these guidelines. I understand that the refund will be deposited into my nominated Bank Account.

Account details for direct credit: **Account name:** .....

**BSB:** .....**A/C no:** ..... **Contact No:** .....

Name and address of customer:.....

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Signed: ..... Date: .....

All expenditure MUST be approved by the P&C. Once received, this Uniform Refund Request Form will submitted at the next meeting of the Flagstone State Community College P&C Association for approval.

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**OFFICE USE ONLY**

Reason for refund: ..... Amount: .....

Authorised by: .....