

## BOROONDARA PARK PRIMARY SCHOOL

Policy: SCHOOL UNIFORM RETURNS/EXCHANGE POLICY

Reviewed: March 2015

### RATIONALE:

Boroondara Park Primary School currently sources its uniform articles from a number of different suppliers. Every effort is made to order quality articles of uniform and the school should not be held responsible for manufacturer defects.

### AIMS:

- To provide clear guidance and equal access to all members of the school community regarding returns and exchanges at the Boroondara Park Uniform Shop.
- To provide one standard policy with regard to defective or unsatisfactory items that require return or exchange.

### GUIDELINES:

1. Articles that are unsatisfactory due to manufacturer defects and are returned to the Uniform Shop (with proof of purchase), within 30 days of purchase, after they have been worn, laundered and/or used will be repaired or replaced with an alternate item at the discretion of the uniform shop co-ordinator and/or supplier.
2. Articles that are considered unsatisfactory by the purchaser more than 30 days following purchase will not be accepted for return by the Uniform Shop. These may be returned to the supplier for determination on repair or replacement by the purchaser if desired. Any costs involved in repairs of items out of warranty are the cost of the purchaser.
3. Articles that are unsatisfactory due to incorrect sizing that are returned to the Uniform Shop, within 15 school days of purchase (with proof of purchase), in the same condition as initial receipt (ie. re-saleable) will be exchanged for the correct size or refunded as cash (no credit card refunds).
4. Articles that are unsatisfactory due to incorrect sizing that are returned to the Uniform Shop and have been worn, damaged, laundered and/or used cannot be refunded or replaced.
5. Special ordered and pre-paid articles (ie. Year 6 Commemorative Jackets/Tops, Rain Jackets, Choir uniform etc). cannot be returned, exchanged or refunded.
6. School bag returns, repairs or exchange are managed directly from the manufacturer. For warranty and replacement guidelines, refer to the Boroondara Park Primary School website using the links below.  
<http://www.bpark.vic.edu.au/files/uniform/warrantybagassessment2014.pdf>  
<http://www.bpark.vic.edu.au/files/uniform/schoolbagwithfaults.pdf>
7. Due to Health & Safety Regulations, hats cannot be exchanged or refunded after purchase. Please choose size carefully.

The above-mentioned policy does not affect your rights under the Australian Consumer Law.

### Please note:

- Original sales receipt required as proof of purchase for all returns or exchanges.
- Please retain all your Original Sales/Tax Receipts. We will be unable to provide you with a reprint of any receipt that has been misplaced or has faded.
- The uniform shop doesn't handle the sale of second-hand uniforms

### EVALUATION:

This policy will be reviewed as part of the school's three-year review cycle.

Ratified at March 2015 School Council Meeting.