

Refunds

P&C Operations (Excluding OSHC)

1.0 Purpose

This policy outlines the refund policy for the Edge Hill State School P&C Association operations of the Uniform Shop, Tuckshop, Events and Fundraising Activities.

2.0 Scope

This is a general policy that applies to all sales as part of the Edge Hill State School P&C Association operations of the Uniform Shop, Tuckshop, Events and Fundraising Activities.

This policy does not apply to the Outside School Hours Care (OSHC) operations.

3.0 Policy statement

Edge Hill State School P&C generally has a “No Refund Policy”. The P&C will only consider providing refunds on purchases made in respect to the following.

3.1 Events

Refunds for the purchase of tickets or attendance at P&C run events will not be given should purchasers no longer be able to attend the event, or they miss the event.

Due to the nature of the operation of the events and the risk that the P&C carries refunds are not able to be provided. Catering, supplies and services are procured on the basis of tickets ordered. Once ordered these suppliers must be paid by the P&C.

Where events are required to be cancelled for reasons outside of the control of the P&C, the P&C may be liable for the costs associated with suppliers and refunds will not be given.

Refunds may be provided in the following circumstances at the discretion of the Executive Committee:

1. The event is cancelled by the P&C for reasons within the control of the P&C and agreed by the Executive Committee.
2. Extenuating circumstances that are presented to the Executive Committee.

3.2 Tuckshop

Refunds for the purchase of items from the Tuckshop will not be given. Once an order is placed at the Tuckshop (by any means) it is considered final. Orders that are not collected from the Tuckshop for any reason will not be refunded.

Refunds may be provided in the following circumstances at the discretion of the Executive Committee:

1. The order is missed and is not provided to the student/teacher. Every effort will be made to fulfill the order in the first instance.

2. Extenuating circumstances that are presented to the Executive Committee.

3.3 Uniform Shop

Refunds or the exchange of items for the purchase of items from the Uniform Shop will generally be considered as below:

1. The P&C cannot fulfill the purchase with the requested item or a similar/equivalent item that had been pre-purchased.
2. Requests for an exchanges or refund is made within 30 days of purchase.
3. Requests for an exchange or refund must include provision of the Sales Receipt, showing receipt number and date of purchase (either printed or digital).
4. An incorrect size choice can only be exchanged for another size of the same product. Products may be exchanged for another size if they still have their tag attached are in new condition and in original packaging. The garment must NOT have been worn, washed, marked, or named in any way. To avoid inconvenience, it is recommended to fit and notify of incorrect size prior to removing tag or wearing item.
5. Due to Health Regulations, there is NO exchange or refund on hats. Please be sure of the hat size required before ordering.
6. Any defective items must be returned to Edge Hill P&C Uniform Shop prior to the item being worn. It is at the discretion of the manufacturer (not Edge Hill P&C) as to whether the item will be refunded, replaced, or repaired. The Edge Hill P&C Uniform Shop reserves the right not to offer an exchange, refund, or repair on items where the item fault is the result of misuse, neglect, or incorrect washing instructions of the item.
7. The Edge Hill P&C Uniform Shop reserves the right to assess the condition and age of returned goods prior to providing a repair, refund, or exchange. This may result in repair, refund or exchange being refused.
8. If a refund is granted, the refund will be issued using the original payment method.
9. Extenuating circumstances that are presented to the Executive Committee.

3.4 Fundraising Activities

Refunds for purchases made as part of fundraising activities will not be given. This includes but is not limited to activities such as Bookfair, Mother's & Father's Day Stalls, Sausage Sizzles/BBQ's and Canteen Snacks.

Refunds may be provided in the following circumstances at the discretion of the Executive Committee:

1. The P&C cannot fulfill the purchase with the requested item or a similar/equivalent item that had been pre-purchased.

Refunds

3.5 Requesting a Refund and Timing

Refunds or exchanges can be requested at the originating purchase location/operation.

A written request can be made by emailing the P&C at pandc@edgehillss.eq.edu.au and include the following:

- Details of the purchase and copy of the receipt,
- Details of any issues with the purchase and the need for refund or exchange,
- Nominate the desire for a refund or exchange (if applicable), and

- Photos of the item to be returned (if applicable).

The P&C will endeavour to respond to a request for refund or exchange within 5 business days.

Where an Executive Committee decision is required, the timeframe for response to the request may take longer.

4.0 Roles, responsibilities and delegations

ROLE	RESPONSIBILITY
Purchaser	<p>Make best selection at the time of purchase.</p> <p>Ensure items are returned in the best possible condition that are being requested for return. Uniforms should be tested for fit prior to removing any tags or disposing of packaging.</p> <p>Retain sales receipt.</p>
School	<p>Support the P&C in application of this policy.</p> <p>Direct parents/carers/students to the P&C and this policy in instances of requests for refunds in relation to the P&C operations.</p>
P&C Operations Manager	<p>Fairly consider and decide request for refunds/exchange in line with this policy.</p> <p>Refer requests as necessary to the P&C Executive Committee.</p>
P&C Executive Committee	<p>Fairly consider and decide request for refunds/exchange in line with this policy.</p> <p>The P&C Executive Committee's decision is final, and no negotiation will be entered.</p>

5.0 Definitions

TERM	DEFINITION
Sales Receipt	Receipt and proof of purchase provided to the purchaser at the time of sale. This may be a physical printed receipt or email from the sales systems.
New/ best possible condition	Items requested to be exchanged or returned should be in the same condition as when they were purchased. Uniform items must NOT have been worn, washed, marked or named in any way.
P&C / P&C Executive Committee	Edge Hill State School P&C Association and its office bearers/executive committee
Defective Item	Defects in items will only be considered if they have originated from the factory/supplier and may include, poor stitching, holes/tears, incorrect colours, missing decals etc.



INFORMATION

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