Refund Policy Statement

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.

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| **INFORMATION** | Refer EDGE P&C P-02 – Refund Policy for More Information |
| Approval date | 26 February 2025 (February 2025 General Meeting) |
| Effective date | 27 February 2025 |
| Review date | 2028 |