



# Model Farms High School Parents & Citizens Association Uniform Shop Returns Policy

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## **Returns / Exchanges**

We offer a 30-day period for returns or exchanges. To be eligible, your item must be in new and unused condition. It also must be in the original packaging and with all tags attached.

All second-hand goods sales are final and sold as-is. Second-hand items are exempt from being returned.

Hats are exempt from being returned due to hygiene.

To complete your return, we require a receipt or proof of purchase.

Items purchased with Back-to-School Vouchers cannot be refunded but may be exchanged, if eligible, for an item of equal value.

## **Faulty Items (if applicable)**

When items are returned as “faulty” they should be in new condition with tags attached.

If not, it is the Uniform Shop Managers discretion or the Suppliers Policy if the return is to be accepted for replacement or refund. Items must be washed by customer before return for repair if previously worn.

## **Refunds (if applicable)**

Upon inspection of your returned item/s, and subsequent approval, a refund will be processed. Refunds can only be applied to the card that the original purchase was made.

## **Sale items and Clearance Items (if applicable)**

Only regular priced items may be refunded, unfortunately sale items and clearance items cannot be refunded.

## **How to Return**

To return your product, please visit the Uniform Shop during normal trading hours. Returns/Exchanges must be accompanied with a receipt and within 30 days of purchase.

## **Queries**

Please email enquiries to [mfhs-uniforms@pandcaffiliate.org.au](mailto:mfhs-uniforms@pandcaffiliate.org.au)