



Hopetoun Primary School Uniform Shop Policy

The Hopetoun Primary School Uniform Shop is managed by the Hopetoun Primary School P&C Association Inc Uniform Sub-Committee in accordance with the approved Uniform Sub-Committee Terms of Reference.

The following policy guidelines have been developed to assist in the management and smooth running of the uniform shop.

Uniform Payment Policy

All uniforms are to be paid for in full at the time of collection.

Cash, cheque or EFT payment methods are accepted.

Uniforms may be ordered and held aside until full payment is able to be made.

Online orders are accepted by emailing a completed order form to the Uniform Shop Coordinator.

Orders can be delivered directly to the student or collected from the school office once full payment has been received.

The uniform shop is run on a not-for-profit basis, we are unable to provide credit on any uniform sales.

Second-Hand Uniform sales:

We sell second-hand items, which have been kindly donated to the school.

All second hand items are sold for a price determined by their condition. This price is determined by the Uniform Shop Coordinator at the time of the donation.

It is the responsibility of the Uniform Coordinator to ensure all second-hand items are clean and that people purchasing these items are made aware of any defects prior to purchase.

Refunds and/or exchanges are not accepted for any second-hand item.

Refund & Return Policy

The Uniform Shop will accept product returns and provide you with a refund, exchange or repair where:

The product is faulty or is not of acceptable quality; or

The product is not fit for its intended purpose; and

You can present your Uniform Shop receipt or other adequate proof of purchase.

No refund will be given for an incorrect size choice – only exchange. Products may be exchanged for another size if they still have their tag attached and are in as-new condition. Exchanges can only be made within 30 days of purchase.

The Uniform Coordinator may elect to return the product to the manufacturer's repair agent to determine the nature of the problem. The Uniform Shop reserves the right not to offer an exchange, refund or repair where the item fault is a result of misuse or neglect.

The Uniform Coordinator reserves the right to assess the condition and age of returned goods prior to providing a repair, exchange or refund. This may result in a repair, exchange or refund being refused.

Thank you.

Endorsed by Hopetoun Primary School Council June 2013