

BSS P & C Uniform shop

2025 Refund & exchange policy

All requests for refunds and exchanges will be processed by a P & C employee to ensure the conditions outlined below are met, or where otherwise required by law.

EXCHANGES

Items purchased from the uniform shop will be exchanged if:

- Items are still in as-new condition - unworn, unaltered, and with tags still attached
- Proof of purchase is provided

Exchanges must be made within 30 days of purchase date. For purchases made in November to December, consideration will be given up to 30 days from the first day of term one of the following year.

REFUNDS

A refund will be provided if a product purchased from the uniform is found to be:

- Faulty or is not of acceptable quality
- Unfit for its intended purpose
- Proof of purchase is provided

No refund will be given for an incorrect size choice - In this instance products may be exchanged for the correct size if eligible (refer to exchange conditions).

Where a refund has been approved, funds will be refunded in the same manner the original payment was made.

ADDITIONAL INFO:

The uniform shop reserves the right to:

- Return a product to the supplier/manufacturer to assist with the assessment of a product fault.
- Refuse an exchange, refund, or repair where a product fault is a result of misuse or neglect.
- Assess products in relation to the condition and age of said product - this may result in an exchange or refund being refused.

Please note that due to hygiene reasons there will be no exchange or refunds for the purchase of hats or hair accessories unless there is a genuine manufacturing fault, or where otherwise required by law.