



General Uniform Shop Terms & Conditions

- 1) *Exchanges / Refunds*, for in store and online orders can be made within four weeks from date of purchase. Items to be returned must be in as-new condition (not damaged, worn or named).
 - a. No refunds or exchanges on Special Orders.
 - b. Due to health & safety we cannot refund socks if the packaging has been opened.
 - c. Any faulty items will be refunded /exchanged in accordance with the Australian Consumer Law.
- 2) *Payment online* is passed through an end-to-end encryption for 24/7 secure online processing.
- 3) *Payment In Store* can be made using all major debit/credit cards or cash payment.
- 4) *Payment via Direct Deposit* will require a receipt of payment emailed directly to uniforms@stphilomena.qld.edu.au
- 5) *Payment on Invoice* must be completed within seven days. The Uniform Shop may decline additional transactions until all outstanding invoices are fully settled.
- 6) *Uniform Price Adjustments* are subject to change based on modifications to supplier terms and conditions. Although the Shop strives to limit price adjustments to no more than once per calendar year, there are factors outside the Shop's control that may necessitate additional changes.
- 7) *Special Orders* may be subject to further T&C. Please see in Store for details.
- 8) The Uniform Shop can be contacted on uniforms@stphilomena.qld.edu.au

SECOND HAND UNIFORM SALES ADDITIONAL TERMS & CONDITIONS

All second hand items left with the Uniform Shop for consignment are subject to the following additional terms & conditions:

- 1) All prices are set by the Uniform Shop Staff and remain consistent across all the items (average 50% of the RRP). There are no variances in prices between items within the same category.
- 2) Refunds on sold items will be subject to a 5% surcharge to cover POS fees and set up.
- 3) As all prices remain consistent across the range, items are expected to be in good condition. This means:
 - a. washed,
 - b. undamaged (e.g holes, tears, pulling, fraying, stitching or hems undone).
 - c. free of stains, ink marks, severe discolouring or yellowing,



- d. free of significant alterations,
 - e. no missing buttons,
 - f. zips in good working order.
- 4) Blazers must be dry cleaned with the cleaning tag still attached.
 - 5) Due to limited supply we are unable to hold stock on unpaid items.
 - 6) Due to health & safety we are unable to accept any socks/stockings for resale.
 - 7) Due to health & safety any hats received on consignment will be refurbished (treated, washed and repaired) before resale. The cost of this service (being \$15) will be deducted from the refunded amount.
 - 8) The Uniform Shop reserves the right to refuse items on consignment if items do not meet the standard expected in the Store.
 - 9) Unless otherwise instructed by you in writing, Items that are not suitable for sale or remain un-sold after 24 months may be disposed of at the Staff's discretion.
 - 10) Any second hand items left at the Uniform Shop without a name will be treated as Donation.
 - 11) Whilst every care will be taken, no responsibility will be accepted for any missing or damaged items.
 - 12) The above guidelines are produced to ensure the highest possible standard of uniform is available to our students and to ensure that the Uniform Shop maintains the School's standard in uniform presentation.