



'where we all belong'

Springwood State High School  
P&C Association  
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PO Box 77 Springwood QLD 4127  
ABN – 52 572 460 05

Springwood State High School P & C Association  
Uniform Shop

### Refunds/exchange policy

Exchanges/refunds are accepted

- Only if the item was purchased new,
- Only if the item has not been worn, shows no signs of wear and tear and has not been marked,
- Does **NOT include** damage by misuse simply a change of mind
- Only for items purchased within the last 3 months if presented with a valid receipt. Returns must be accompanied by a receipt or other itemised, verifiable proof of purchase such as School Shop Online order confirmation. In certain circumstances, you may be required to provide further information such as photo identification for loss prevention or legislative requirements. Information collected in this manner will be stored securely in accordance with SSHS P&C Association Privacy Policy. *SSHs P&C Association retains the right to refuse a refund for unverified purchases.*

If you believe you have a faulty item, please return it to the uniform shop during opening hours and one of the volunteers will assess the item (inspect for signs of unreasonable rough use or damage) and decide if they can replace or refund the item.

[Australian Consumer Law](#)