



Returns Policy

The Ferny Grove State School P&C Association Uniform and Stationery Stores exist to provide a service for our school community and raise funds for the P&C, which are in turn invested back into the school.

We comply with all relevant legislation around refunds and exchanges, as dictated by the Australian Competition and Consumer Commission.

In addition, we **may** allow exchanges of new stock, at the discretion of the staff member on duty, if the following conditions are met:

- Full priced stock only
- Current brands only
- Within 1 month of purchase
- Proof of purchase required
- Item must not have been worn or used except to try it on briefly
- Item must not have been washed
- Item must be in original condition

Second-hand items cannot be refunded for a change of mind. Second-hand items can be submitted for re-sale through the usual process.

More information about your consumer rights can be found at:

<https://www.moneysmart.gov.au/media/347756/kit-acl-factsheet-shopping-rights.pdf>

https://www.accc.gov.au/system/files/Consumer%20Guarantees%20A%20guide%20for%20consumers_0.pdf



Effort



Cooperation



Learning



Responsibility



Care &
Compassion



Respect