

NEW UNIFORM RETURNS POLICY

This policy sets out the procedure for the return of new uniforms to the Uniform Shop at Hillbrook.

Refund or Size Swap

Choosing the right uniform and sizing can sometimes be tricky and we understand that at times you may need to return an item for a different size, or you may have bought an item your child won't wear.

The Uniform Shop will accept returns and size swaps under the following circumstances:

1. The period of return is 8 weeks from date of original purchase and you will need to have your receipt or proof of purchases (bank or credit card statement).
2. The garment must be in original condition, unworn, unwashed, unmarked and, if possible, with the original packaging.
3. If the garment was purchased using a card, we need the same card to process the refund.

Faulty Product

Occasionally a garment may be faulty. For example:

1. A hole in an unworn garment
2. A seam not sewn correctly and has come undone (new garment)
3. Missing button hole
4. Zipper not working (new garment)

In this instance please bring it back to the Uniform Shop and speak directly to our Uniform Shop Convenor to discuss options. Please note that wear and tear or rips are not considered faulty.