



How to Guide:

UNIFORM SHOP REFUND POLICY

OPERATIONS

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This guide is designed to assist you in establishing a Refund Policy for your P&C operated Uniform Shop and is specific to P&Cs in Queensland. Information within this guide may be subject to change.

The P&C Accounting Manual states that each commercial business must have a clear and concise refund and exchange policy, documented and approved at each AGM, as part of the P&C's operating guidelines.

Businesses operated by P&C Associations must comply with the [Competition and Consumer Act 2010](#). The Act aims to provide businesses with a fair and competitive operating environment while setting our consumers' rights and responsibilities. It covers areas such as returns, refunds, warranties, contracts, marketing and advertising.

The following steps should be assessed and adapted by your P&C to suit your Association's operational needs. When the draft policy is ready, present it at a P&C Meeting for discussion and motion it's approval. Once passed, publicly share the Uniform Shop Refund Policy, and, if applicable, the Second-hand Uniform Policy, with your school community. Established policies should be reviewed and confirmed at the Annual General Meeting (AGM) each year.

Ensure that your Uniform Shop Refund Policy is easily accessible on receipts, in the Uniform Shop, on the P&C's online store/app, via the P&C tab on the school website or on the P&C's website (as applicable to your P&C's operations).

❑ STEP 1 – LIST WHAT CAN BE RETURNED

All uniform items can be returned if they are:

- still in the original packaging (*use discretion as the garment will usually be tried on prior to purchase*);
- have tags on;
- have not been worn;
- have not been washed;
- are accompanied by the original purchase receipt; and
- are within one (1) month of purchase. NOTE: your P&C might consider adding an exception here for "Back to School" stock purchased in November & December to be returned once the Uniform Shop re-opens in January.

State that items may also be returned if:

- the product if faulty or is not of acceptable quality; or
- the product if not fit for its intended purpose.

However, explicitly declare that the Uniform Shop reserves the right to decline a refund where the item fault is a result of misuse or neglect.

Clearly list any items that are non-returnable due to hygiene reasons and ensure that the consumer is explicitly aware that it is their responsibility to choose sizing carefully as refund cannot be offered.

These items may include:

- socks/stockings
- hats
- swimwear
- sports briefs/under-shorts
- second-hand items*

****Unless your P&C operates a second-hand uniform shop, see Step 6.***

❑ STEP 2 – WILL YOUR P&C ALLOW EXCHANGES?

Exchanges will only be offered for returned items which:

- meet the eligibility criteria accompanied by the original purchase receipt; and
- where an exchange item/size is available.

NOTE: While P&Cs make every effort to stock a wide range of sizes, they cannot guarantee stock availability at your time of return.

❑ STEP 3 – HOW DO CUSTOMERS RETURN ITEMS?

All items eligible for return and accompanied by the original purchase receipt must be presented at the Uniform Shop located at <building/room name/number>, Example State School during open hours as listed <link to website>.

As part of the Refund Policy, clearly state that all returned items will be inspected by P&C employees/volunteers to ensure that they meet eligibility requirements.

❑ STEP 4 – WHAT CAN I DO IF MY REFUND REQUEST IS DECLINED?

P&C employees/volunteers assess returned items to ensure they meet the eligibility requirements, and following this inspection may decline a consumer's refund request. Please show respect as the employees/volunteers are upholding the P&C's Refund Policy.

If you believe that the decision is incorrect, please email the P&C Executive team for review - <insert email address>.

❑ STEP 5 – HOW WILL REFUNDS BE PROCESSED?

Refunds will be processed to the original payment method as shown on the purchase receipt, i.e.:

- Credit/Debit Card payments will be processed as a refund back onto the same Credit/Debit Card
- Direct Deposit payments will be processed as a refund by direct deposit to the consumer's nominated bank account
- If applicable, cash payments will be processed as a cash refund OR if there is not enough cash on hand then the refund will be processed by direct deposit to the consumer's nominated bank account



We'd recommend the P&C states that shipping costs are non-refundable and to please allow for processing time for refunds by direct deposit, as these are actioned by volunteers.

See two example refund policies being used by P&Cs in Appendix 1 & 2.

❑ **STEP 6 – IF YOUR P&C ACCEPTS SECOND-HAND UNIFORMS, DO YOU HAVE A SECOND-HAND UNIFORM POLICY?**

Some schools collect good-quality second-hand uniforms to be handed out to families at the discretion of the Guidance Counsellor or Chaplain, whilst at other school the P&Cs will accept donations of, or purchase, good-quality second-hand uniforms for re-sale in their Uniform Shop.

NOTE: if selling second-hand uniforms, they must be clearly marked as such so that buyers are making an informed purchase decision.

The P&C's second-hand uniform policy should include the following:

1. MINIMUM STANDARDS, e.g. Clothing must be in good to very good condition to be accepted as a donation or considered for purchase for second-hand sale. Clothing must meet the following criteria:
 - the garment is the current school uniform, as per the school's Uniform Policy;
 - the garment is freshly laundered and pressed;
 - the garment has no evidence of stains, discolouration, odour or yellowing;
 - embroidery/school logos are in good condition;
 - buttons and zips are in good working order; and
 - the garment does not have holes, pilling or fraying and hems are intact;
2. EXCLUSIONS, e.g. The following items cannot be accepted as a donation or considered for purchase for second-hand sale due to health reasons:
 - socks/stockings
 - hats
 - swimwear
 - sports briefs/under-shorts
 - shoes
3. WHO/WHAT/WHERE/WHEN/HOW, so that families know exactly how to present their garments for consideration for the P&C's second-hand sales, list the:
 - time, day/date (e.g. every Friday morning or on two set dates per term – if only paying by cash, consider the need for a float when deciding on how often this is viable);
 - location; and
 - who to ask for (e.g. Uniform Shop Manager).
4. DECISION PARAMETERS, list who will make the final decision on whether the P&C will purchase the garment and possible reasons for the garment to be declined, e.g.:
 - the garment does not meet the minimum standards outlined in the second-hand uniform policy;
 - current high stock levels mean that there is no space to take on additional stock; or
 - the type of the garment would be unlikely to re-sell.



5. PAYMENT, advise on the set purchase price for second-hand items as decided on and motioned by your P&C – refer to Section 8.6 of [The Accounting Manual](#) to assist with costing and pricing – and make it clear that this price is non-negotiable. Clearly outline payment option available, e.g. cash only or direct deposit (consider the delays involved with direct deposit, also the processing time for volunteer Executives and handling of confidential information such as bank account details – the logistics may exclude this option).

NOTE: We'd recommend that the P&C does not re-assign the payment for second-hand clothing as a discount off full-priced new stock – best practice is to finalise the purchase of the second-hand garment, keeping the new transaction separate.

6. ALTERNATIVE SALE/DONATION OPPORTUNITY, if the P&C cannot accept the garment, suggest an alternative route for sale or donation of the item, e.g.:
 - sell or offer for free via the P&C/school's second-hand uniform Facebook page; or
 - donate to the school to be handed out to families at the discretion of the Guidance Counsellor or Chaplain.
7. NO REFUND POLICY ON SECOND-HAND GARMENTS, clearly advise buyers that items are second-hand and available for purchase over the counter in the uniform shop only (not available via the online store/app). State that there will be no exchange or refund on second-hand items.

See an example second-hand uniform policy being used by a P&C in Appendix 3.



APPENDIX 1 - Example Return Policy from a P&C operated Uniform Shop at a Queensland State High School:

RETURNS POLICY

WHAT can be returned?

All products are able to be returned if they are:

- still in the original packaging;
- have tags on;
- have not been worn; and
- have not been washed.

SWIMWEAR, HATS and SOCKS are non-returnable items due to hygiene reasons, so please choose carefully.

WHEN do items need to be returned by?

Items need to be returned within one (1) month of purchase. The exception is for items purchased in November and December for "back to school", which can be returned in January.

WHERE do items need to be returned to?

Please return items to the Uniform Shop,
details for Uniform Shop opening hours.

. Please see contact

HOW do customers return items?

All returnable items must be accompanied by the original purchase receipt.

CREDIT for returns?

Credits may be refunded to the original payment method, as shown on the purchase receipt. Shipping costs are not refundable.

APPENDIX 2 - Example Refund & Returns Policy from a P&C operated Uniform Shop at a Queensland State School:

Refunds & Returns Policy

The Uniform Shop is not required to provide a refund or replacement if you change your mind. We will accept product returns and provide you with a refund or exchange where the item has not been worn, washed or altered, and has the original tags; and

- The product is faulty or is not of acceptable quality; or
- The product is not fit for its intended purpose; and
- You can present your Uniform Shop receipt or other adequate proof of purchase; and
- A request is made within 30 days of purchase.
- No refunds will be given for an incorrect size choice – only exchange.

Exchanges due to incorrect size must be made within 3 months of purchase.

Refunds and/or exchanges are not accepted for any second-hand item.

The Uniform Shop reserves the right not to offer an exchange or refund where the item fault is a result of misuse or neglect. The Uniform Shop Convenor reserves the right to assess the condition and age of returned goods prior to providing an exchange or refund. This may result in an exchange or refund being refused.



APPENDIX 2 - Example Second Hand Uniform Policy from a P&C operated Uniform Shop at a Queensland State School:

Second Hand Uniform Policy

Terms and Conditions for Acceptance of Stock

1. All clothing submitted for purchase to the GSS Uniform Shop must be in Good to Very Good condition. Submitted garments are subject to the following standards.

Only clothing which meets these criteria will be considered:

- Garment is current regulation school uniform.
- Garment is laundered and pressed.
- No stains, discolouration or yellowing evident on garment.
- All embroidery/school logos are in good condition.
- All buttons and zips are present and in working order.
- No holes, pilling or fraying on garment. All hems intact.
- Hats, stockings, socks, and shoes will not be accepted for resale due to health regulations.

2. The price offered for purchase is set by the P&C Association as a fair and reasonable price in line with P&C policy and as such is non-negotiable. Payment for the garment/s will be made with cash only. Credit for purchases at the Uniform Shop or any other P&C enterprise will not be offered.

3. The final decision on acceptance of the garment/s is at the discretion of the Uniform Shop Manager. In addition to the quality of the garment submitted for purchase, other factors that may be considered are current stock levels, storage space, and the likelihood of the item being resold.

4. Garments that do not meet the above standards may be sold privately (via the P&C Facebook Page, for example), or alternatively donated to the Chaplain.

5. You may present your uniform garments for purchase at the Uniform Shop on Wednesday mornings between 8:30 and 9:30 AM EXCEPT for the first two weeks of Term 1.

Terms and conditions for buyers

1. BUYERS BEWARE. Items are purchased Second Hand at the buyer's risk. No exchanges or refunds are available on this stock.

2. Second-hand items will not be available to purchase via QKR!

