

Returns, Orders & Collection

Uniform Shop Returns

The Uniform Shop aims to provide a high standard of service and quality products. If you are not satisfied with your purchase, returns may be accepted in accordance with the terms below.

Items may be returned within 30 days of purchase, provided they are accompanied by proof of purchase and are unused, unworn, unwashed, and in their original condition with all tags attached.

We are able to offer an exchange for incorrect sizing or a refund or replacement where an item is faulty or defective, it is not fit for purpose or does not match the description or sample. Change-of-mind returns may be accepted at the sole discretion of the Uniform Shop, provided the item meets the conditions outlined above.

Returns will not be accepted for items that have been worn, washed, labelled, altered, or damaged after purchase. Special orders, personalised items, and sale items are not eligible for return unless the item is faulty or defective, it is not fit for purpose or does not match the description or sample.

This guideline operates in accordance with the Competition and Consumer Act 2010 (Cth), Schedule 2 – Australian Consumer Law.

Out-of-stock Items

If an item is temporarily unavailable, the Uniform Shop will let families know as soon as reasonably possible. Depending on the situation, families may choose to wait for a restock, select an alternative item, or request a refund if the order cannot be fulfilled.

The Uniform Shop will aim to keep commonly purchased items in stock, particularly during peak periods such as the start of the school year. However, stock availability can vary due to supplier delays or seasonal demand

Ordering and payment

Uniform items may be purchased during the Uniform Shop's advertised opening hours or through the school's online ordering system. Full payment is required at the time of purchase.

If an item is out of stock, families will be advised of available options, which may include waiting for restock, choosing an alternative item, or receiving a refund where appropriate.

Collection of orders

The Uniform Shop will operate during advertised trading hours and may also offer additional opening times at the start of each school year or during peak periods. Order will be available for collection during Uniform Shop trading hours and customers will receive notification when orders have been processed and ready for collection.

We recommend attending the Uniform Shop in person for any urgent uniform requirements.

UNIFORM SHOP



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