

ANNOUNCEMENT FROM YOUR NEW UNIFORM SUPPLIER AT ENDEAVOUR COLLEGE

Dobsons is one of Australia's most experienced uniform suppliers and will soon be retailing uniforms for Endeavour College. We are delighted to introduce ourselves and we look forward to welcoming your family in store at the on-campus uniform shop.

We are thoroughly looking forward to serving the College community and will continue to provide the high level of service that you are accustomed to via the Uniform Shop. We thank you for your patience whilst we prepare ourselves in preparing your uniform for sale.

Your uniform will be available from;

ENDEAVOUR COLLEGE UNIFORM SHOP

85 Mawson Lakes Blvd, Mawson Lakes SA 5095

Phone: 8216 5538

Email: edvs@dobsons.com.au

and;

ONLINE:

Dobsons provides an online ordering service for both click-and-collect and home delivery. Services to the school will remain unchanged however ordering of uniforms will occur from;

School Splash Page: <https://dobsons.com.au/schools/endeavour-college>

(The School uniform will appear online in the new year)

HOURS FOR REMAINDER OF THE YEAR WILL REMAIN UNCHANGED.

TERM 1, 2024 - OPENING HOURS:

Monday: 8.00am – 11.30am

Wednesday: 1.00pm – 4.00pm

Friday 8.00am – 11.30am

Closed Public Holidays unless notified and note appointments are not required.

SCHOOL HOLIDAY OPENINGS

Dobsons will open the uniform shop with extended hours in the last 10 days of school holidays prior to the commencement of school in Term 1, 2024. From Monday 22 January 2024 until Friday 2 February 2024, we will be open from 10am to 4pm. Note we will be closed on Friday 26 January the Australia Day public holiday.

STUDENT ACCESS:

Students may continue to access the uniform shop with Dobsons during school hours. You will have confidence knowing each student will be treated with the upmost care, courtesy and respect at all times.

REFUNDS, RETURNS OR EXCHANGES

Dobsons offers the most flexible refund, return, or exchange program in the industry. Our aim is total customer satisfaction. If you are not completely satisfied with your purchase, we will exchange or refund any current uniform. Please return it to us at the Uniform Shop immediately. We will refund or exchange any current uniform item subject to its return being unworn, unused, and unwashed in its original condition and packaging upon presentation of the original invoice. Returns or exchanges may be returned in person or by post. As Dobsons is not liable for the loss of an item returned we recommend that you return it by registered mail. For items that have been worn and the issue is minor, Dobsons will provide a free repair within 3 business days of receipt of the goods into our manufacturing facility.

CHANGE OF MIND POLICY

At Dobsons, we are happy to offer you a refund or exchange for a change of mind on full-price merchandise via the Uniform Shop. Subject to the Consumer Guarantees outlined below, merchandise returned for change of mind within the above timeframes can be returned for an exchange or full refund subject to the following conditions:

- ✔ Proof of purchase is accompanied by the returned merchandise;
- ✔ The merchandise is unworn, unwashed, unused, and in its original condition with all tags intact.
- ✔ Any discounts received at the time of purchase will be carried over

EXCEPTIONS TO CHANGE OF MIND POLICY

Our change of mind policy does not apply to the following merchandise:

- ✔ Hats, caps, Swimwear, Hair Pieces, Hosiery and underwear.
- ✔ Due to hygiene reasons, swimwear, hats, caps, hair pieces, hosiery and underwear are unable to be returned for change of mind so we ask that you kindly choose your options carefully.

PERSONALISATION

Personalised items (named or altered) cannot be returned for a refund or exchange for a change of mind. Our Change of Mind Policy does not affect your rights under the Australian Consumer Law and you have consumer guarantees that cannot be limited by us. If your product is in poor condition, different from its description, then you may be eligible for a refund, or exchange.

If you have purchased a product with a major fault, you have the right to ask for your choice of a replacement or refund. If you purchased a product with a minor fault, we can choose to give you a free repair instead of a replacement or refund. Further information is available at <https://www.accc.gov.au/consumers/consumer-rights-guarantees/repair-replace-refund>

We are very much looking forward to welcoming you in store and we wish you a very Merry Christmas in the meantime.

Yours faithfully,



Alistair Dobson
Dobsons Pty Ltd

