

Uniform Shop Refund & Return Policy

New items purchased will be exchanged or refunded only if the items have not been worn, washed, altered and proof of purchase is provided. Once worn, for however long, uniforms are not considered new and cannot be exchanged or refunded.

The Uniform Shop will accept product returns and provide you with a refund, exchange or repair where:

- 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 register receipt or other adequate proof of purchase.

No refund will be given for an incorrect size choice – only exchange. Products may be exchanged for another size if they still have their tag attached and are in as-new condition. Exchanges can only be made within 30 days of purchase.

The Uniform Shop may elect to return the product to the manufacturer's repair agent to determine the nature of the problem. The Uniform Shop reserves the right not to offer an exchange, refund or repair where the item fault is a result of misuse or neglect.

The Uniform Shop reserves the right to assess the condition and age of returned goods prior to providing a repair, exchange or refund. This may result in a repair, exchange or refund being refused.

Second hand items:

Items purchased second hand will not be exchanged or refunded

School Hats

Please select carefully when selecting hats. For Health and Safety reasons hats will NOT be exchanged or refunded unless faulty.