



P&C Uniform Shop Returns & Exchanges Policy

The Balgownie PS P&C Uniform Shop is run by volunteers on a not-for-profit basis, with all proceeds supporting P&C projects that benefit our students and school. If a uniform item isn't quite right, we're here to help.

Returns and Exchanges

You may return or exchange uniform items within **30 days of purchase** provided they meet the following conditions:

- Item is **unworn, unwashed**, and in **original condition with packaging**
- Tags are **still attached**
- A valid **proof of purchase** (receipt or order confirmation) is provided
- Is not a pre-order or custom uniform order

Returns will be offered as an **exchange**. Refunds may be issued for faulty items, as outlined below.

Non-returnable items

We are unable to accept returns or exchanges on:

- Second Hand items (unless faulty). All items are sold 'as is' and may have minor repairs, small marks, pilling, fading, or names on the tag.
- Custom orders – please be sure to refer to the size chart or sample size when placing your order

A note that pre-ordered items are ordered from the supplier based on customer needs. Please purchase with this in mind as an incorrect size choice may not have an option for exchange.

To make a Return

1. Package the item
2. Label it clearly with your name, phone number and order number, with a note of the reason for return
3. Return to the Balgownie Public School Office
4. A member of our uniform team will be in touch

Faulty Items

- Faulty items will be assessed by the uniform shop. These items may be repaired or exchanged at the manufacturer and uniform shop discretion with the aim to rectify as soon as possible.
- In all other cases, a credit note or refund may be issued, at the Uniform Shop's discretion.
- The Uniform Shop reserves the right not to offer an exchange, refund or credit note on items where the date of purchase cannot be provided, or the item fault is a result of misuse, neglect, washing contrary to instructions, or reasonable wear and tear.