



Pennant Hills Public School
UNIFORM SHOP

REFUND/EXCHANGE FORM

Please return your items to the 3-6 school office with this completed form and packing order form.

ORDER NUMBER (ORDER ID / INVOICE NO.)		
STUDENT NAME		CLASS
EMAIL		

ITEM(S) FOR REFUND

ITEM	SIZE

ITEM(S) FOR EXCHANGE

ITEM	CURRENT SIZE	NEW SIZE NEEDED

The Uniform Shop will provide you with a refund or exchange under the following circumstances:

New Purchases

- Item(s) must be returned within 60 days of purchase.
- Item(s) must be in original condition and have not been worn, washed or labelled.
- Item(s) must have all tags still attached and is preferred to be in original packaging.

Second-hand Purchases

- Second-hand purchases (in-store or online) are final and cannot be returned or swapped for other second-hand items
- Item(s) purchased as Pre-loved (online) are final, however if the product is faulty, please contact the Uniform Shop within 5 days of receiving your item(s). If the Uniform Shop deems the item as faulty, a replacement second-hand may be provided if available, otherwise you will be entitled to a refund.

Please note:

- You will be provided with a refund the way the item(s) was purchased. If this is **cash or credit card**, the Uniform Shop may request you make an appointment to process this refund in-store. If purchased online through **Flexischools**, funds will be credited to your Flexischools wallet. Should you wish to transfer funds to another account, you will need to contact Flexischools directly on 1300 361 769.
- For hygiene reasons, we DO NOT offer refunds or exchanges on the purchase of hats, hair accessories, socks/tights.
- The Uniform Shop reserves the right to assess the condition of returned goods prior to providing a refund or exchange. This may result in refund or exchange being refused.