



## Uniform Returns Policy

The Ferry Grove State High School P&C Association Uniform and Stationery Stores exist to provide a service for our school community and raise funds for the P&C, which are in turn invested back into the school.

We comply with all relevant legislation around refunds and exchanges, as dictated by the Australian Competition and Consumer Commission.

In addition, we may allow exchanges of new stock, at the discretion of the staff member on duty, if the following conditions are met:

- Full priced stock only
- Current brands only
- Within 1 month of purchase
- Proof of purchase required
- Item must not have been worn or used except to try it on briefly
- Item must not have been washed
- Item must be in original condition
- Second-hand items cannot be refunded.

Second-hand items can be submitted for re-sale through the usual process.

More information about your consumer rights can be found at:

<https://www.accc.gov.au/consumers/consumer-rights-guarantees/repair-replace-refund#repair-replacement-or-refund>



### Our Vision

Every individual discovering their passion on their pathway of learning

### Our Purpose

To create an inclusive and respectful environment that fosters resilient, knowledgeable and globally connected individuals.

### Our Motto

"Always Aim High".

### Our Values

Respect, Learning, Community, Creativity

### Our Explicit Improvement Agenda

Positive Culture, Engaged Learners, Connected Community