



## UC SHOP: Returns and Refunds Policy – Online and In-Store

### Refund Conditions: Online and in-store

- You return the item within 30 days from the day of purchase.
- You produce a proof of purchase. This can be in the form of your original invoice (or receipt) or a bank statement as proof of purchase (look for UCU Ltd Bruce).
- The item is in original saleable condition:
  - With all original tags and any sewn labels still attached
  - In an unworn and unused state

If you're not able to comply with these requirements, the UC Shop reserves the right to refuse a refund.

### Exchanges/change of mind: In-store

- Present your item physically to UC Shop and follow the refund conditions listed above

### Exchanges/change of mind: Online

- If you require a different size or want a different item, you'll need to place a **new order**
- To obtain a refund for the original item, the item will need to be posted back to UC Shop (postal instructions below).
- Postage will not be paid for by UC Shop for the return of items that are exchanges, change of mind or wrong size.
- UCShop is not liable for the loss of an item being returned we recommend you return it using postage with tracking.

### Faulty or damaged items: Online and in-store

- If your item is faulty, damaged or incorrect, please contact our Customer Service team or head in-store.
- A returns form is required to be completed to accompany your returning item(s) as listed below.
- UC Shop will provide postal trackable return labels for online orders

### Cancellations and Order Amendments: Online only

- Please ensure all details provided are full and correct at the time of order placement.
- If you notice an error or wish to make a change, please contact the below email address.
- Changes and cancellations are unable to be made to online orders once the item has been posted.

### UC Shop contact details

UCShop 11 Kirinari St Bruce ACT 2617 AUSTRALIA	T: 02 6201 5003  E: <a href="mailto:ucshop@canberra.edu.au">ucshop@canberra.edu.au</a>
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## Returns Form

Name

First

Last

Day time Phone Number

Email

Receipt Number

Reason for Returning

- Received wrong product
- Product is damaged or defective
- Other

Item Number and Quantity