



POLICY

If there is a problem with items you have purchased, the Boutique is able to discuss replacement, refund, repair or other type of remedy.

St Rita's College will offer you an exchange or refund on new uniform items provided that:

- The item is returned within twenty-eight (28) days from the date of purchase
- The original receipt is produced
- The item is unworn, has not been washed or named, is in the same condition you received it and in the original packaging with tags on
- The product is faulty and/or of an unacceptable quality

The following items will not be accepted for return or refund unless it is a manufacturer's fault:

- Swimwear
- Tights
- Bike pants
- Hair accessories

If there is a manufacturer's fault, and the item has been worn, it will be sent back to the manufacturer for repair/replacement, depending on the extent of the problem.

REVIEW AND APPROVAL

Version	Review	Author	Authorisation	Approval Date	Next Review
4.0	Periodic review. Inclusion of requirement for items to have tags on if returned or exchanged.	Risk and Compliance	Operations Manager	May 2026	2028
3.0	Periodic review	Communications Mgr	Business Manager	February 2020	2023
2.0	Periodic Review	Boutique Coordinator	Business Manager	June 2019	2021
1.0	Boutique Coordinator	Boutique Coordinator	Business Manager	2015	2018