

The Uniform Store – Refund & Returns Policy

1. General Returns Eligibility

We accept returns under the following conditions:

- ✓ Change of mind: Unworn, unwashed, and in original packaging with tags attached, within 14 days of purchase.
 - ✓ Faulty or incorrect items: Notify us within 7 days of delivery.
 - ✗ Non-returnable: Custom-made, personalized, or sale items (unless faulty).
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2. Bulk Orders (Schools/Sports Teams)

For bulk purchases (10+ items):

- ◆ Pre-delivery changes: Size/quantity adjustments allowed before shipment—contact us immediately.
 - ◆ Post-delivery returns:
 - Unused items: May be returned within 30 days (tags attached, original packaging).
 - Faulty items: Report within 14 days for replacement/refund.
 - Restocking fee: A 10% restocking fee may apply for non-faulty bulk returns (to cover processing and handling costs), unless an error was made on our part.
 - ◆ No partial returns: Individual items from a team set cannot be returned separately unless faulty.
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3. How to Initiate a Return

Step 1: Email [your email] with order details + photos (if faulty).

Step 2: We'll approve/deny the request within 2 business days.

Step 3: Return items via tracked shipping. Customers are responsible for return shipping unless the item is faulty or incorrect.

Please contact us before returning items, as return addresses may vary.

4. Refunds & Exchanges


- ✓ Refunds: Processed within 5 business days to the original payment method.
- ✓ Exchanges: Free size/colour swaps within 14 days (subject to stock availability).
- ✓ Bulk orders: Refunds may be issued as store credit for future orders (if preferred).


5. Special Conditions

- ⚠ Hygiene items (e.g., swimwear, socks): Non-returnable unless defective.
- ⚠ Team customisation (logos/names): Only returnable if misprinted or damaged.

6. Contact Us

 Email: contact@theuniformstore.com.au

 Phone: 0448 441 271

 Returns Address: Please contact us for the appropriate return address.