



## REFUND POLICY

### Overview

Student welfare and service is our first priority. Where practicable within the guidelines set out below we will always seek to provide refund, exchange or repair of items.

This policy applies to items sold through USASA on campus counters including but not limited to Uni SA Collegiate Wear and Uni SA Merchandise. **Please note that Second Hand Books are a Special Exception item (see below).**

As a consumer, you are entitled to the benefit of statutory consumer guarantees in respect of items purchased from USASA. In accordance with Australian Consumer Law, if the item has a major failure you may reject the item and seek a refund or exchange, or you may keep the item and seek compensation for any drop in the value of the product.

### Change of mind

If you have changed your mind about your purchase, USASA will be pleased to offer you a refund or exchange provided that:

- You have produced satisfactory Proof of Purchase; and
- The item is in a saleable condition (i.e. the original tags and labels are still attached, the item is in its original packaging (if any), and the item is unworn, unused and as sold); and
- The item is **not a Special Exception** (see below):

If you are unable to provide satisfactory Proof of Purchase, USASA may, in its absolute discretion, provide you with an exchange to the current value of the item, provided that:

- The item is in a saleable condition (i.e. the original tags and labels are still attached, the item is in its original packaging (if any), and the item is unworn, unused and as sold); and
- We can verify that the item was originally purchased from USASA; and
- The item is not a Special Exception (see below); and
- Satisfactory Identification is presented at the time of the return. USASA will accept:
  - Current Student ID Card
  - A current Drivers Licence, including Learners permit with photograph
  - Australian or International Passport

### Other Returns

USASA will accept product returns and provide you with an exchange voucher, refund or repair where:

- The product is faulty or is not of acceptable quality, or

- The product is not fit for its intended purpose, or
- The product does not match the sample or our description; and
- You can present your register receipt or other adequate proof of purchase.

USASA may elect to return the product to the manufacturer’s repair agent to determine the nature of the problem. USASA reserves the right not to offer an exchange voucher, refund or repair where the item fault is a result of misuse or neglect.

**Special Exceptions – Second Hand Books**

USASA sells second hand books on consignment for students. Where a book has been sold USASA pays the proceeds less a commission directly to the book owner. As such, where this payment has been made, we are unable to provide a refund for a book purchased.

Please choose carefully as we do not offer exchange or refund on second hand books **after 48 hours of purchase** unless the item is significantly different from what was shown to you or where otherwise required by law.

**Proof of Purchase**

Please note that all returns, refunds, exchanges or repair requests must be accompanied by any of the following Proof of Purchase documents:

- Original register receipt (no photocopies accepted)
- Proof of Purchase (included with all online purchases)
- Original eftpos receipt

**USASA reserves the right to:**

Assess the condition and age of returned goods prior to providing a repair, exchange or refund. This may result in a repair, exchange or refund being refused.

Please note:

- Your original register receipt is the best form of proof of purchase
- Refunds will be issued using your original payment method

**PROCEDURES**

- Book Return Procedure
- EStore Refund Procedure

<b>Policy custodian</b>	General Manager USASA
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<b>Responsible policy officer</b>	Senior Administration Officer
<b>Approved by</b>	General Manager 23 <sup>rd</sup> March 2015
<b>Related documents</b>	<ul style="list-style-type: none"> <li>• Counter Staff Guide</li> </ul>
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