



Mimosa Uniform Shop – Returns & Exchange Policy

If you have changed your mind about the items you have purchased from the Uniform Shop, they can be exchanged (excluding second hand), subject to the following conditions;

- Items must be returned within 30 days of purchase (with the exception of when 30 days spans the period between the end of a school year and the start of another), with the receipt or other proof of purchase
- The returned items must be unworn, unwashed, not labelled with child's name or otherwise unused with original tags/labels attached

Requests for an exchange when items do not meet the above criteria or requests for a refund will be assessed at the discretion of the Uniform Shop Committee

Faulty Item Returns

If an item is faulty, the Uniform Shop Committee will assess whether the item can be repaired in the first instance. The Uniform Shop Committee may also provide a replacement product, provided the item is returned within a reasonable time, with proof of purchase.

For items such as hats and bags, which are subject to daily wear and tear, the age of the item will be taken into consideration when assessing whether the item will be repaired or replaced. This will be determined at the discretion of the Uniform Shop Committee.