

Cancelling an on-line Order, Exchanges and Refunds

To cancel an on-line order (that has not been collected)

To cancel an on-line order, please email the Uniform Shop (killara.uniform@gmail.com) with the following information.

1. Date of purchase
2. **Qkr!** receipt Reference Number
3. Cancelled item(s)
4. Total Amount
5. Parent name
6. Parent's contact mobile
7. Student name and year group

Refunds will be directly credited to the parent's account from **Qkr!**

For all Exchanges or Refunds

The below information covers the terms and conditions associated with our Exchange and Refund Policy. If you need to make a change or would like to return an item for a refund, please ensure that the item meets the following criteria.

With change of mind, items must:

- be returned within 90 days with proof of purchase
- include the original packaging and tags
- not have any form of labeling or name tags
- not have been worn or used
- non-refundable items include caps, hats, tights, ties, blazers, socks, and second-hand goods

If you require a ***straight swap of sizing or refund***, please come to the Uniform Shop during one of our opening times or request your child to bring the item and the completed **Exchange/Refund Form*** (see page 2). *You must include the **Qkr!** Reference Number *or* attach the Point-of-Sale receipt to the completed form.

Please note:

- Refunds of items purchased in-store will only be made to the card used for the initial purchase.
- Recently purchased faulty items (due to faulty material or workmanship) can be exchanged when presented at the Uniform Shop.

If your requirements are more complex, please email the Uniform Shop.

killara.uniform@gmail.com

Please include your name, a contact number, and your student's name and year group in your email.

EXCHANGE/REFUND FORM

Please PRINT AND COMPLETE this form for all Exchanges/Refunds

Return the completed form and receipt, with the item(s), to the KHS Uniform Shop during our advertised Opening Hours

Student Name:

Student Year:

Date of purchase:

**On-line order Reference Number:
(or please attach the Point-of-Sale Receipt)**

Parent/Guardian Name:

Parent/Guardian Mobile:

Parent/Guardian Email:

Is this a request for:
(please circle) Exchange or Refund

Please provide details below (specify exact requirement):