



Cancelling Online Orders, Exchanges and Refunds

To cancel an online order (that has not been collected)

To cancel an online 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 no
7. Student name and year group
8. 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 labelling or name tags
- not have been worn or used
- non-refundable items include caps, hats, tights, ties, blazers, socks, & second-hand goods

If you require a straight swap of sizing or refund, please come to the Uniform Shop with the item with packaging, tags and the receipt during one of our opening times.

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.