



Northgate State School Uniform Shop Policies

Payment methods

The Northgate State School Uniform Shop accepts online pre-orders (for collection on a specific, future date) via the *Qkr!* app (available for [Android](#) and [Apple](#)) and in store purchases via Square (EFTPOS), during Uniform Shop opening hours.

If you are unable to order via *Qkr!* or visit the Uniform Shop during opening hours, please contact the convenor via uniformorders@nsspc.asn.au for assistance.

Cash is not accepted.

The following information is required to assist our volunteers to process your exchange/return:

- **Purchase date**
- **Payment method (*Qkr!* or Square)**
- **Reference number (*Qkr!* purchases only. This information can be found under “my receipts” in the *Qkr!* app.)**

If you are unable to attend the Uniform Shop during opening hours please email the convenor at uniformorders@nsspc.asn.au .

Exchanges (wrong size)

The Uniform Shop can assist with size exchanges of new stock providing items are returned promptly, unworn and unnamed.

To process an exchange simply bring the item into the Uniform Shop during opening hours. If stock is available you will be provided with your alternate sized item on the spot.

Returns

The Uniform Shop can assist with returns of new stock providing items are returned promptly, unworn and unnamed.

To process a refund simply bring the item into the Uniform Shop during opening hours. Your refund will be processed as soon as possible by the P&C.

Fabric Concerns - RedOak Formal Shirts & Dresses

We are accepting **returns** for **RedOak Formal Shirts and Dresses** that are **pilling** or have **rough fabric**.

To process a exchange or refund the damaged item simply bring them into the Uniform Shop during opening hours.

Refunds or exchanges will be processed (please note: refunds may not be immediate while we liaise with the supplier)

Please ensure items are:

- Clean
- Accompanied by Return Form (attached)

*** Please note that any exchanges are uniforms made with the same batch of material. We are working closely with our supplier to replace the current stock. Once replaced we will advise the school community. ***

Item condition (new items)

In the unlikely event that you discover that your new uniform item has a flaw/fault, the Uniform Shop will assist you by providing a replacement item (this excludes second-hand items). Items should be returned promptly, unworn and unnamed. As such, please check the condition of all items before washing/naming.



Second-hand stock

Second-hand stock is donated by families and sorted by our team of volunteers. Items which are in suitable condition are offered for sale in our Uniform Shop.

Items are in second-hand condition, and as such may have minor wear and tear. Items can be viewed and purchased instore if you would like to assess the condition.

All sales of second-hand stock are final and cannot be returned or exchanged.

School dresses and shirts, made from our check fabric, which are too worn for resale are repurposed into upcycled scrunchies and sold in store. The P&C ensures that any other items are recycled (e.g. via *Upparel*).

Discounted items

On rare occasions the Uniform Shop may offer discounted items, for example new items with minor flaws, or end of line items.

Sales of these items are final and cannot be returned or exchanged.

***Qkr!* Order collection process**

Uniforms ordered via *Qkr!* will be available for collection from the Uniform Shop of the day you selected in the app.

Any orders which are uncollected at the end of the shift are taken to the school office for families to collect during office hours or, on request, delivered to Helping Hands.

Please check the contents of your order, before accepting it, to confirm that you have received the correct items, sizes and quantities.

If your order remains uncollected at the school office for more than 2 weeks, Uniform Shop volunteers will contact you.



Uniform Returns Form

Student Name & Year Level: _____

Parent/Guardian: _____

Phone: _____

Email: _____

Reason: Change of mind Wrong product Faulty

Purchase details: QKR: ref _____ Square (EFTPOS)

Purchase date *(if known, available under receipts in QKR)*: _____

| Item returned | Size | Qty | Unit Price | Line Total |
|-----------------------------|------|-----|------------|------------|
| | | | | |
| | | | | |
| | | | | |
| | | | | |
| TOTAL TO BE REFUNDED | | | | |

Item condition confirmed unrn & unnamed

Date: _____ Staff member: _____

CONVENOR USE:

Refund processed QKR stock updated

Date: _____ Signature: _____