



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 uniforms@nsspc.asn.au for assistance.

Cash is not accepted.

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.

The following information will assist our volunteers to process your exchange:

- **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 uniforms@nsspc.asn.au.

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.

The following information will assist our volunteers to process your refund:

- **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 uniforms@nsspc.asn.au for assistance.

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.

The following information will assist our volunteers:

- **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 uniforms@nsspc.asn.au for assistance.

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.