**Iona College Refund / Exchange Policy**

**Change of Mind Returns – 30 Days**

We will be pleased to offer you an exchange, refund or store credit provided that:

* You return the item within 30 days of purchase;
* The item is in re-saleable condition, including its original packaging, tags (if any), is unused and as sold;
* Item has not been worn, washed or labelled.

**Faulty Goods Returns**

No one likes discovering that the product they bought is damaged, faulty or incorrect. In the unlikely event that this happens, please return your item to the Iona College Uniform Shop. Your item may need to be assessed by a third-party agent or the manufacturer to determine the nature and cause of the fault before a decision can be made regarding an exchange, repair or refund. We reserve the right to decline an exchange, refund or repair where any product fault is caused by misuse or neglect.

**Sale Rack Items**

Items purchased from the sale rack are not able to be returned, refunded or exchanged. All discount item sales are final.