



Canterbury College Policy Manual

9.1 RETAIL CENTRE RETURNS POLICY

Purpose

To provide guidelines and consistency in the application of procedure and process for items of return.

1. Policy

The following statement shall appear in the College Retail Centre.

It is the purchaser's responsibility to retain all sales receipt/s. The Canterbury College Retail Centre does not keep track of individual customer sales.

We are happy to accept refunds of merchandise in original condition with sales tags still attached and original receipt provided.

Goods that are in original condition with sales tag still attached may be exchanged for a different size without a sales receipt being provided.

Unfortunately, we cannot offer a refund or exchange if you simply change your mind. Canterbury College's Returns Policy is in addition to your statutory rights under the Competition and Consumer Act.

If you are not satisfied with your purchase, return it with the original receipt and original packaging (if applicable) within fourteen (14) calendar days of purchase. If the purchase is returned in original condition with receipt, we will refund it on the original payment method only.

In the unlikely event a product is faulty, not doing what it is supposed to do, or significantly different from its description, you can return it for a refund or exchange, as long as you have proof of purchase.

We do not accept responsibility if an item or product that has been misused or mistreated. All products or items of clothing will be returned to the manufacturer to be assessed and replaced or repaired. We cannot offer a substituted replacement during this time.

2. Guidelines/Procedure/Process

2.1. Responsibilities

The Retail Centre Manager under delegation from the Director of Business and Finance and Head of College is responsible for the consistent application of this Policy.

2.2. Procedure

All returns are to be processed in accordance with the Retail Centre Operations Manual.

TITLE: 9.1 Retail Centre Returns Policy	CRICOS # 01609C	Approved/ Issued By: College Board	Issue Date: 27/Oct/11
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Standard of Services

N/ A

Forms

N/A

Additional Information

N/A

Related Policies, Procedures and Guidelines

N / A

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