

Exchange & Refund Policy

Update: June 2024

Exchange Policy:

- Exchanges are accepted only in original bags or packaging and with all tags attached.
- Items must be in new, unworn, and unwashed condition for exchanges.
- Please return items within 30 days (excluding holidays) to the school office and complete the exchange form available there.
- Please provide order number when returning items for exchange.
- We cannot accept cash payments. An invoice for any difference will be sent via Shopify.
- Please allow up to 10 business days for the processing of exchanges once the returned item is received.

Special Orders:

- Any special orders (including graduation items or staff orders) cannot be exchanged or refunded.

Refund Policy:

- Refunds are only available in exceptional circumstances and must be approved by the P&C executive. Please email uniforms@mapspandc.onmicrosoft.com for refund enquiries prior to returning items.
- Requests for refund must be made within 30 days (excluding holidays) of order fulfillment and should include the Order Number, item details, and circumstances.
- Refunds are processed via bank transfer.
- Please allow up to 4 weeks for processing of approved refunds, as P&C payments are made monthly.

Faulty items:



- Please email uniforms@mapspandc.onmicrosoft.com with Order Number and outline of circumstances, and return the faulty item to the school office.
- The P&C executive will consider the situation and may need to contact suppliers before finalising a refund or exchange for a faulty item.

Contact Information:

- For any questions or concerns regarding the exchange or refund process, please contact us at uniforms@mapspandc.onmicrosoft.com.