



Returns and Exchange Policy

At Excelsia College we pride ourselves on a range of branded merchandise that is quality, reliable and affordable.

In the unfortunate event your item arrives faulty, damaged or an item incorrectly shipped, please email our customer service team at excelsia@unipromo.com.au within 14 days of receipt of goods. Please provide detailed information in your email as to your concerns and if damaged, attach a photo/s to verify where/how the damage has occurred (eg. Box damaged in transit). Once our customer service team have verified the issue, we will send you a "Returns Form" and once completed authorise a replacement item and/or ask you to return the item within 30 days in its original packaging.

For health and safety reasons and due to the products being customised we do not give refunds if you simply change your mind or make a wrong decision during the order process. Therefore, please check apparel size charts carefully before making your selection.

We will, however, refund or replace any goods that are faulty. All goods come with guarantees that cannot be excluded under the Australian Consumer Law.

Purchasers wishing to return goods should complete an authorised Return Form. Only goods specified on the Return Form may be returned. Please contact us at excelsia@unipromo.com.au

REFUND CONDITIONS

- There is a full refund offered or exchange for any faulty items.
- Items that display "fair wear and tear" are not considered "faulty".

EXCHANGE CONDITIONS

- Please choose carefully since we do not refund or exchange items that are incorrectly chosen, or where you change your mind. This includes items which have been ordered with the incorrect colour or size (unless it is an error in our warehouse when packing the goods).
- Goods returned must be in the original condition as sent. Items must be in original packaging with labels attached and not worn, laundered, soiled, altered, damaged or personalised or they will not be accepted for exchange.

STEPS TO RETURN & EXCHANGE ITEMS

1. Please email excelsia@unipromo.com.au outlining the item/s to be returned and ask for a Returns Form to be sent to you. This form will be emailed to you.
2. Once you have received this form, please print, complete and return the form with your item/s.
3. Please ensure you complete the Exchange Details on the Returns Form.
4. Send your item and the Returns Form by courier or registered mail to:
Attention: Returns
Excelsia College Merchandise Store
c/- Unipromo Pty Ltd
3/138 George Road
SALAMANDER BAY NSW 2317

PLEASE NOTE: Returned items without a Returns Authority included will NOT be processed.