

Title	WEBSTORE REFUND POLICY			
Description	Policy outlining the rights of the purchaser and responsibilities of BBI for all webstore sales.			
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Maintained By	MARKETING AND EVENTS MANAGER			
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V1.0	GM	Policy Adopted	08.04.2024	Final

REFUND AND REMEDIES POLICY

PURPOSE:

To provide an outline of the refund policy as it applies to webstore sales

POLICY:

SERVICES

**WE ARE NOT REQUIRED TO PROVIDE A REFUND
IF YOU CHANGE YOUR MIND ABOUT THE SERVICES YOU ASKED FOR.**

But you can cancel your enrolment and receive a refund for unconsumed services if there is a major problem with the service. This is when the service:

- has a problem that would have stopped someone from purchasing the service if they had known about it;
- is substantially unfit for its common purpose, and can't be easily fixed within a reasonable time;
- does not meet the specific purpose you asked for and cannot be easily rectified within a reasonable time;
- creates an unsafe situation.

If you choose to continue with the program, you can ask us to compensate you for any difference in the value of the services we provide and what you paid.

If the problem is not major, we will fix it within a reasonable time. If it is not fixed within this time, you can choose to have someone else fix the problem and recover all reasonable costs from us. If the problem cannot be fixed, we view it as a major problem.

Please keep proof of your agreement e.g. your receipt.

UNIFORMS AND APPAREL

Consumers are entitled to a solution of a repair, replacement or refund if a product or service they buy doesn't meet one of the basic rights defined as consumer guarantees.

The solutions are collectively referred to as remedies. What remedy the consumer is entitled to generally depends on:

- what was bought (whether the problem is with a product or a service)
- the seriousness of the problem (whether the problem is major or minor).

In some situations, the consumer gets to choose the remedy they prefer.

OCCASIONS WHEN CONSUMERS AREN'T ENTITLED TO A REPAIR, REPLACEMENT OR REFUND

Consumers are not entitled to a repair, replacement or refund under the consumer guarantees if:

- They got what they asked for but simply changed their mind, found the product cheaper elsewhere, or decided they didn't like the purchase or had no use for it. However, if a business has a 'change of mind' policy, they must follow it.
- The problem with the product was caused by the consumer misusing it
- They knew of or were made aware of the problem with the product before they bought it (but they may be entitled to a repair, replacement or refund for a different problem with the product that wasn't made clear to them before they bought it).
- They order a customised/personalised item in the wrong size.
- They order the wrong size, noting that
 - Supplier sizing charts can be viewed on the webstore and here: <https://sites.iathletic.com.au/sizingcharts>
 - BBI does hold a sizing kit in the office.