



Policy Name: Merchandise Refund Policy

Responsibility Archery Australia Office

Effective Effective Date 8 April 2013

Policy Number 1049

Version 1.0

Purpose of the Policy:

This policy is to outline the conditions applicable to the granting of refunds for merchandise purchased from Archery Australia.

Body of the Policy:

Before any item may be returned a Return Authorisation Number must be given by Archery Australia and this number must be quoted on any correspondence regarding the item. Return Authorisation Number can be obtained by contacting the Archery Australia Office on 02 9772 2995 or email info@archery.org.au

- Only the original purchaser may seek a refund.
- If an item of merchandise is purchased from Archery Australia and is found to be faulty or damaged then the item should be returned to Archery Australia along with the original packing and shipping materials within fourteen (14) days of receipt of the item from the original purchaser. All original packaging and instructions shall be included with the returned item.
- If the item is clothing, then the item may only be returned so long as the item has not been worn and is returned in new and saleable condition along with all original tags and packaging materials intact and attached.

This must also be done within fourteen (14) days of receipt of the item from the original purchaser.

NO RETURNS WILL BE ALLOWED FOR "CHANGE OF MIND"

- A copy of the proof of purchase for the item must also be returned with the item.

End of Policy