



**DICKY BEACH SLSC  
APPAREL RETURNS PROCEDURE  
ADM017**

**Document Control**

**Version Control**

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29.04.2019	1	Initial Introduction of Procedure	Secretary
25.05.2020	2	Annual review of procedures	Secretary

**1. Purpose and Background**

- 1.1 To guide the Apparel Sub-Committee, Administration staff and members regarding the returns policy relating to apparel.

**2. Policy/Procedure Statement**

- 2.1 Apparel purchased from the club cannot be exchanged or money refunded if the clothing has been worn.

**3. Applicability:**

- 3.1 This procedure applies to all members of the Dicky Beach Surf Life Saving Club.

**4. Statutory/Constitution/By-Laws Requirements**

- 4.1 To be read in conjunction with Queensland Government Refund Policy (<https://www.qld.gov.au/law/laws-regulated-industries-and-accountability/queensland-laws-and-regulations/selling-your-products-and-services/guarantees-warranties-and-refunds/your-refund-policy>).

**5. Considerations**

- 5.1 There are a number of reasons why clothing is returned by a purchaser (member), these being but not limited to:
- 5.1.1 Faulty;
  - 5.1.2 Not correct fit; or
  - 5.1.3 Change of mind.
- 5.2 Common sense must prevail when members purchase and require a refund or exchange.
- 5.3 It is the final determination of the Apparel Officer if clothing is exchanged or money refunded.



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### 6. Procedures

- 6.1 All members who purchase or order clothing should ensure they:
  - 6.1.1 Try on the item; or
  - 6.1.2 If no try on stock is available, they check the measurement chart against their sizing prior to the purchase.
- 6.2 No refund or exchange will be provided if a member changes their mind regarding the purchase of clothing.
- 6.3 If there is a fault with the clothing the member will receive a full refund or exchange of clothing if available.
- 6.4 If the clothing does not meet the specifications as identified originally, the member will receive a full refund or exchange for an alternate clothing type. Should the exchange alternate item be less expensive a refund of that amount will be provided to the member. If the alternate clothing type is more expensive, the member will be required to pay the difference between the original amount and the new amount.
- 6.5 Should a clothing item be worn and brought back after contact with water or sand, no refund or exchange will be provided to the member.
- 6.6 Members trying on swimwear (including but not limited to togs or jammers) must wear some type of underwear prior to sizing of clothing.
- 6.7 All exchanges must have a receipt to enable an exchange to be made.
- 6.8 No exchanges will be considered over 28 days after the purchase.

**Authority**  
John Scott  
President