



P&C Association
CLEVELAND DISTRICT
STATE HIGH SCHOOL

Uniform Shop Lay-by Terms and Conditions

You can lay-by purchases of \$150 or more at Cleveland District State High School Uniform Shop and spread the payment over several weeks. To establish a lay-by, you must pay a 20% deposit and a \$5 non-refundable service fee. Lay-bys are available for up to 7 weeks (unless otherwise agreed with the manager) and regular weekly or fortnightly payments of at least \$10 **must** be made.

Where can I make payments?

Payments may be made in store at the CDSHS Uniform Shop or via prior arrangement with the Uniform Shop Manager.

What products cannot be purchased on lay-by?

Lay-by is not available on any clearance and discontinued products, and where anything is specifically stated in store. If in doubt, please ask staff in store.

What forms of payment are acceptable on lay-by?

Payments are acceptable using cash or EFTPOS via a credit or debit card in store. (Diners not accepted)

Collecting your purchases.

You can collect your items as soon as you have paid in full for the lay-by. Purchases must be collected by the lay-by finalisation date (as printed on your receipt – as printed in the terms and conditions given to you at the initial setup of the lay-by). Please supply the original receipt/s and have id available on pickup.

Cancellation by you.

Lay-bys may be cancelled by you at any time during the lay-by term, in which case you will be entitled to a refund of the amount you have paid, less the \$5 Layby service fee. You will need to have photo identification with you to cancel a layby.

Refunds will be issued directly onto the original Credit or Debit card only, so please ensure you have that card available.

Cancellation for non-payment or non-collection.

It is your responsibility to make the regular lay-by repayments as per the terms of this policy and collect your purchases by the due date. Failure to make payments when they are due or to collect lay-bys by the due date will be treated as cancellation of the lay-by. The Uniform Shop is not required to contact you before cancelling a lay-by for non-payment or non-collection. If your lay-by is cancelled by us, you will be entitled to a refund of the amount you have paid, less the \$5 Layby Service Fee. Refunds will be issued directly onto the original Credit or Debit card only.

Other terms.

- Lay-by is not available through Flexischools.
- Lay-by contents **cannot** be modified – the lay-by will have to be cancelled.

Your privacy.

Your personal information will only be used to administer the lay-by, to send reminders via letter, SMS or email. CDSHS Uniform Shop respects our customers' privacy and will only use your personal information in accordance with this Policy.

Returns and Refunds - via store only.

You can return items that you have purchased via lay-by to the CDSHS Uniform Shop for an exchange or refund, but you must present proof of purchase, ideally your tax invoice. Items must not have been worn or washed prior to this. The staff will assess the items and determine whether a refund or exchange will be offered. (In accordance with our Refund Policy.) Refunds will be issued directly onto the original Credit or Debit card only.