

REFUND POLICY

In accordance with the Australian Consumer Law (ACL)¹, a consumer (You) have automatic guarantees that apply in respect of products and services bought in Australia. These are referred to as “consumer guarantees”.

1. PRODUCT GUARANTEE

Under the consumer product guarantee, You are entitled to request a refund, replacement or repair for an item that You have purchased.

The remedy available to You will depend on whether the problem is major or minor.

Major Problems

For major problems, SGAC will provide You with a refund or replacement where:

- the item is not of acceptable quality;
- the item is unsafe;
- the item does not match the sample or description on packaging or labels; or
- the product is not fit for the purpose.

Minor Problems

For minor problems (eg. loose thread), SGAC may elect to repair an item rather than issue a refund or replacement.

Conditions:

- Items must be returned within 30 days from the date of purchase;
- You will need to provide proof of purchase. This can be satisfied by providing a copy of the receipt, credit card or bank account statement or photo of the receipt; and
- The refund will be processed using the original payment method.

A refund, replacement or repair may not be offered if You:

- substantially modify the product;
- misuse the product contrary to user instructions or packaging labels; or
- simply change your mind.

2. SERVICE GUARANTEE

The ACL also provides You with guarantees that apply in respect of the provision of services ie. classes. These service guarantees do not apply if you have simply changed your mind or failed to attend for the classes. You continue to be governed by the terms and conditions of Your contract with SGAC and will need to comply with any notice provisions in respect of cancellation of the services.

¹ The Australian Consumer Law is contained in Schedule 2 of the Competition and Consumer Act, 2010