

QUEENSLIFF SLSC CLOTHING SHOP

REFUND POLICY

Refunds Policy:

Swimwear

Our policy does not permit any returns on swimming costumes. All sales are final due to hygiene reasons. Please check your order/purchase before payment. Unfortunately, we can't offer you a refund or exchange.

Refunds on Items of Clothing excluding Swimwear (if applicable)

We do not offer any refunds on any swimwear.

If you decide to cancel your online order before despatch, send us an email at admin@queenscliffslsc.org.au we will notify you of the approval or rejection of your refund. If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days. Should you require a refund on any other item of clothing due to unforeseen circumstances from Queenscliff SLSC you need to contact admin@queenscliffslsc.org.au within 21 days of purchase.

Exchanges (if applicable) on items of Clothing

We do not accept exchanges on any swimwear at all due to hygiene reasons. We only replace items if they are defective or damaged on arrival which should not happen as all items are quality checked before packing or due to unforeseen circumstances or should you have purchased an incorrect size. To be eligible for an exchange due to incorrect sizing on clothing, your item must be unused and in the same condition that you received it. It must also be in the original packaging. If you need to exchange it for the same item, then please bring your item in its original packaging to the Queenscliff SLSC Clothing Shop on a Sunday between the hours of 8.30am and 10.30am or on a Wednesday to the Queenscliff SLSC Administration Office between the hours of 9.30am and 2.30pm.

You will be responsible for paying for your own shipping costs for returning your item should you return it to us via post or courier. Should you have requested us to ship the original item then shipping costs are non-refundable. If you receive a refund, the cost of return shipping will be deducted from your refund.

Clothing Shop Hours are Sundays during the Season from 8.30am until 10.30am should you have any queries.