



HIGHRISE ALLSTAR

CHEERLEADING

Refund Policy

All refund rights under both State and Commonwealth law apply.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure, if a major problem occurs and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and failure does not amount to a major failure. We reserve the right to not offer a refund or an exchange coupon.

Please read the following carefully to ensure you are fully aware of your rights under the policy and our obligations to you.

When you change your mind

- At Highrise we do not offer refunds for change of mind on purchases other than ones intended as a gift.
- If you can't provide proof of purchase, you will be asked to provide identification for Highrise products, containing your full name. We will record your name and form of identification provided, and we'll offer you an exchange to the value of the current price of that product.

Excluded change of mind items

The following items cannot be returned if you change your mind:

- Socks
- Underwear
- Swimwear
- Gift cards

Other products & services:

Highrise will accept returns and provide you with an exchange voucher, refund (refund will be provided using original payment method) or repair where:

- The item is faulty or is not of acceptable quality, or

- The item is not fit for its intended purpose; and
- The product does not match the sample or our description

Highrise will offer a refund on a service where:

- The service did not meet Highrise's standards, or
- The service provider has agreed in writing to refund or replace the service; and
- Any other reason governed by State and Commonwealth law

Services which refunds are not offered on are:

- Missed classes; with or without notice, or
- School holiday programs, or
- Classes missed due to school event's, or
- Classes missed due to injury or illness, or
- Competitive uniform, or
- Competition Entry Fees, and
- Registration fees

Highrise may elect to return the product to the manufacturer's repair agent to determine the nature of the problem. We reserve the right not to offer an exchange voucher, refund or repair where the item fault is a result of misuse or neglect.

Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair goods.

Proof of Purchase

Returns, refunds, exchanges or repair requests must be accompanied by any one of the following proof of purchase documents:

- Original register receipt (no photocopies accepted)
- Online Tax Invoice (order confirmations will not be accepted)
- Financial Statement (i.e bank statement, credit card statement) Proof of purchase is the original Highrise receipt or bank statement.

Privacy

You will be asked for information that is relevant to your return or to satisfy legislative requirement.

If you do not provide this information, then we may be unable to process your return. When returning merchandise with proof of purchase, you will be asked for your signature as authorisation of the return transaction. If Highrise agrees to a return without adequate proof of purchase, you will be asked to provide identification containing your full name. Highrise will record your name and form of identification provided, which may be accessed by authorised Highrise team members for

fraud protection activities. Information collected will be securely stored in accordance with Highrise's Privacy Policy.

For further assistance, please contact us on 0435 398 252