

Policy Number	Policy Title
CP37	Visitors Centre Returns and Refunds

OBJECTIVE

To ensure that visitors and the community understand the requirements in regards to returning faulty items purchased from the Dongara Denison Visitors Centre. Ensuring compliance with the Australian Tourism Accreditation Program (ATAP).

POLICY

The Shire of Irwin will provide a refund for faulty items bought at the Visitors Centre in accordance with the following practice.

PRACTICE

Returns

Returns may be permitted for faulty items only, we do not offer returns for a change of mind regarding the purchase.

- Faulty items may be returned within seven (7) days from the date of receipt.
- To be eligible for a refund, the return item is to be unused and in the same condition in that it was received.
- The return item is required to be in the original packaging and the receipt or proof of purchase needs to be included with the return item.

Exchanges

Exchanging a faulty item in lieu of receiving a refund is permitted, an exchange can only be made to replace the return item for the same product in the same size, subject to availability.

Refunds

Returned items will be inspected and assessed if a refund/exchange is applicable.

Shipping

The customer is responsible for paying for shipping costs to return the item. Shipping costs are non-refundable.

Date of Adoption:	27/08/2019	Adoption Ref:	Minute 040819 (NPP198970)
Date of Review:		Review Frequency:	biennial
Responsible Directorate:	Coordinator Administration		
Legislation:	Australian Tourism Accreditation Program (ATAP)		
Related Policies and/or Procedures:			