

School Saving Bonus

Exchanges Policy



IMPORTANT

NO RETURNS OR REFUNDS
will be processed for items purchased
via the **School Saving Bonus**.

State Schools' Relief is happy to exchange like-for-like items purchased via the **School Saving Bonus** on the following conditions:

Exchange Conditions:

- Items must be exchanged within 30 days of purchase.
- Exchanges are accepted only on a 'like-for-like' basis, meaning items can be exchanged solely for a different size or colour.
- If you wish to select a different style or item, exchanges are not permitted.
- Clothing or shoes must be unworn, unwashed, undamaged, and unmarked.
- Clothing must have original tags attached.
- Shoes must be returned in their original box.
- Swimwear must have the hygiene sticker attached.




Turn over
for more info



Free Exchanges

If you change your mind on the size or colour of items purchased, SSR will exchange for free within 30 days.



For In-Store Purchases

Exchanges for in-store purchases can only be made in-store at:

- **Dandenong South:** 1/8 Johnston Court
- **Thomastown:** 15 Goodyear Drive



For Online Orders

1. Log in to your SSR Shop account to initiate an exchange.
2. Follow the steps provided to complete your request.
3. If your exchange is approved, we'll email you with instructions.
4. Please note that items sent to SSR without an approved exchange request, will not be accepted.

Damaged or Incorrect Items:

Please inspect your items upon arrival. If any items are damaged or incorrect, contact us promptly at orders@ssr.net.au so we can assist you with a resolution.