



## **City of Kingston Leisure Centre**

### **Retail Shop - Terms and Conditions**

#### **1.0 Retail Shop**

The following information applies to the return, exchange, repair or refund of purchases for the retail shops at Kingston Leisure Centres.

##### **1.1 Proof of Purchase**

- All requests for a return, exchange, repair or refund on goods purchased in the retail shop must be accompanied by proof of purchase such as the original register receipt or original return/exchange receipt. A copy of a bank or credit card statement can be used for a request for return or exchange, as long it clearly identifies the Leisure Centre.
- Without proof of purchase or verification from a Kingston Leisure Centre representative, a returned item will not be accepted.

##### **1.2 Change of mind for purchase of goods**

- Proof of purchase is required as above.
- The following items are deemed Special Exception items; goggles, swimwear, underwear, gift cards, sale items.
- Special Exception items cannot be returned or exchanged unless the item is faulty, significantly different from what was shown, breaches manufacturers warranties or consumer guarantees or where otherwise we are required by law to provide a refund.
- An authorised representative from the respective leisure centre, will provide you with a refund or exchange to the current value of the item subject to the following conditions:
  - The item must be returned within seven (7) days of purchase; the item must be in resalable condition (that is with original tags and labels still attached, or in original packaging if applicable) and the item must be unworn, unwashed and unused;
  - The item is not a Special Exception Item.

##### **1.3 Faulty Items Returns**

- If an item is faulty, wrongly described or different from a sample shown then Kingston Leisure Centre's will meet its legal obligations, which may include

refunding the purchase price, issuing a credit or providing a replacement product, provided the item is returned within a reasonable time of purchase with Proof of Purchase.

#### **1.4 Refund / Replacement of products**

- If it is deemed that a refund is to be provided to you, the purchase price will be refunded back in the same manner for which the item was paid. Alternatively you may request a replacement product.
- If we are unable to provide and exchange for the same product, an alternate product to the same value can be selected.
- Processing of a request for refund/replacement may take up to five (5) business days.