



How to Guide:

TUCKSHOP REFUND POLICY

OPERATIONS

HOW TO GUIDE: TUCKSHOP REFUND POLICY

This guide is designed to assist you in establishing a Refund Policy for your P&C operated Tuckshop and is specific to P&Cs in Queensland. Information within this guide may be subject to change.

The P&C Accounting Manual states that each commercial business must have a clear and concise refund and exchange policy, documented and approved at each AGM, as part of the P&C's operating guidelines.

Businesses operated by P&C Associations must comply with the [Competition and Consumer Act 2010](#). The Act aims to provide businesses with a fair and competitive operating environment while setting our consumers' rights and responsibilities. It covers areas such as returns, refunds, warranties, contracts, marketing and advertising.

The following steps should be assessed and adapted by your P&C to suit your Association's operational needs. When the draft policy is ready, present it at a P&C Meeting for discussion and motion it's approval. Once passed, publicly share the Tuckshop Refund Policy with your school community. Established policies should be reviewed and confirmed at the Annual General Meeting (AGM) each year.

Ensure that your Tuckshop Refund Policy is easily accessible at the Tuckshop, on the P&C's online store/app, via the P&C tab on the school website or on the P&C's website (as applicable to your P&C's operations).

❑ STEP 1 – WHEN CAN A REFUND BE CONSIDERED?

Refunds can be considered when:

- an ordered item is unavailable (initially seek to provide a suitable replacement item before considering refund)
- the student is absent, conditions apply, see ***Step 2 – What happens if my child is sick and we have pre-ordered Tuckshop?***

Refunds cannot be offered for:

- change of mind
- disliking the taste

❑ STEP 2 – WHAT HAPPENS IF MY CHILD IS SICK/ABSENT/ON EXCURSION AND WE HAVE PRE-ORDERED TUCKSHOP?

Clearly establish the order cut off time for over the counter and online/app sales, e.g. 8:30am, and note that any cancellations must also be communicated to the Tuckshop by the same cut off time. Clearly state that there are notice requirements that must be met if your child is sick:

1. **Tuckshop is notified before the advertised cut off time** – order production has not commenced; full lunch order can be held over for another day once the child is feeling better (establish a procedure for how to track/monitor lunch orders held over).
2. **Tuckshop is notified after the advertised cut off time, but prior to service period/supply** – order production is already underway/complete, no refund/credit can be offered on

fresh/prepared items; shelf items such as drinks, popcorn, ice creams, etc can be held over for another day once the child is feeling better (as above, establish a procedure for how to track/monitor lunch orders held over).

3. **Tuckshop is notified after the advertised cut off time and after the service period/supply** - no refund/credit is offered as order would have been completed in full and distributed.
4. **Child goes home from school early, tuckshop is notified** – if the order is ready and the child would like to pick it up from the tuckshop prior to exiting the school, then the order could be collected in full. Alternatively, order production is already underway/complete, no refund/credit can be offered on fresh/prepared items; shelf items such as drinks, popcorn, ice creams, etc can be held over for another day once the child is feeling better (as above, establish a procedure for how to track/monitor lunch orders held over).
5. **Child does not attend school/child goes home early with no notice to Tuckshop** – no refund/credit is offered as order would have been completed in full and distributed. The order will be disposed of.

❑ **STEP 3 – HOW DO CUSTOMERS COMMUNICATE WITH THE TUCKSHOP?**

All communication regarding pre-ordered items must take place prior to the advertised cut off time, via the following methods:

- online sales platform/app (credit goes back to the Account Holder as per the platform/app terms, this change can only be done by the Account Holder)
- in person at the Tuckshop, <building/room name/number>, Example State School during the over the counter morning service <times>
- email the Tuckshop – <email address>, note that the Tuckshop team are busy with preparations and service and will only access email at key intervals, i.e. just after the advertised cut off time
- phone the Tuckshop - <phone number>, note that the Tuckshop team are busy during morning service times, email is preferred

❑ **STEP 4 – WHO IS RESPONSIBLE FOR ASSESSING REFUND/CREDIT ELIGIBILITY?**

The Tuckshop Manager has final delegation for assessing eligibility for refund/credit.

