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## RETURN POLICY

### 1. Your return meets the requirements below:

- It is in the original packaging.
- It has all of its original tags still attached.
- It has not been worn.
- It has not been washed.
- It is in 'as new' condition.

### 2. Contact Us

Contact our Customer Care at [02 9550 2711](tel:0295502711) or [info@classicsportswear.com.au](mailto:info@classicsportswear.com.au). We can advise the quickest way to find a solution.

### 3. Return Request Form

Complete the Return Request Form and email it to Customer Care team [info@classicsportswear.com.au](mailto:info@classicsportswear.com.au). Attach relevant photos.

### 4. Send your parcel back to us.

Once you've completed the above steps, and your return has been approved, you're ready to send your parcel back to us. Once your return has been processed, you'll receive an email notifying you of the outcome.

## FAQ

### I received the wrong item, what should I do?

In the event you receive an item that differs from what you have ordered, please contact our Customer Care at [02 9550 2711](tel:0295502711) or [info@classicsportswear.com.au](mailto:info@classicsportswear.com.au). We can advise the quickest way to find a solution.

### What if my item is damaged or faulty?

In the unlikely event that you have received an item that is damaged or faulty please email [info@classicsportswear.com.au](mailto:info@classicsportswear.com.au) including image of faulty garment and you will be contacted by one of our staff.

We may need to conduct an assessment of your product to determine the appropriate remedy, whether a repair, replacement or refund is appropriate.

If you have purchased and received a product with a **major fault**, you have the right to ask for your choice of a replacement providing stock is available or a refund within 30 days of **Delivery**.

If you have received a product with a **minor fault**, we will offer to repair instead of a replacement or refund.

More information on consumer law can be found here: <http://www.accc.gov.au/consumers/consumer-rights-guarantees/repair-replace-refund>

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## **General Returns Information**

### **No Change-of-Mind Returns Policy**

To maintain the quality and integrity of our products and services, we do not accept returns or offer refunds based on a change of mind. This includes situations where the customer:

- No longer wants the item;
- Ordered the wrong product or size;
- Found the product cheaper elsewhere;
- Has simply changed their mind for any reason.

All purchases are considered final once the order is confirmed and payment is received. We encourage customers to carefully review product details, specifications, and compatibility before making a purchase.

This policy does not affect your rights under consumer law in cases where a product is faulty, not as described, or otherwise does not meet legal standards.

If you have any questions or concerns regarding a product, please contact our customer service team before completing your purchase.

### **Faulty, damaged or incorrect products**

If the product is faulty or damaged, doesn't meet its description, or if you have been sent the wrong thing, we will happily exchange, refund or repair the product with proof of purchase in accordance with the Australian Consumer Law. You can or contact our Customer Care Team on [02 9550 2711](tel:0295502711) or email at [info@classicsportswear.com.au](mailto:info@classicsportswear.com.au) to discuss your options. Please provide your proof of purchase.

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 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 the failure does not amount to a major failure.

We may need to assess your product to determine an appropriate remedy. You may be refused a refund, repair or replacement in certain circumstances, including where you have substantially modified or misused the product.

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### How to return or exchange

To complete your return/exchange/refund, you will need to complete the Return Request Form and email it to Customer Care team [info@classicsportswear.com.au](mailto:info@classicsportswear.com.au) and provide the following details:

1. Order Number
2. Product name
3. Product return reason
4. The name of the person that placed the order as shown on the order confirmation.
5. An email address for updates on the progress of the return.
6. An Australian mobile phone number, should we need to contact you.

Please contact our Customer Care Team on [02 9550 2711](tel:0295502711) or email at [info@classicsportswear.com.au](mailto:info@classicsportswear.com.au) before returning any item.

### Receiving a refund

Refunds will be processed via the original payment method.

**Note:** Refunds are typically processed within 7 days from the date we receive the returned product.

### Questions

Please contact our Customer Care Team on [02 9550 2711](tel:0295502711) or email at [info@classicsportswear.com.au](mailto:info@classicsportswear.com.au)