



Refund Policy

FAIRNESS | INTEGRITY | RESPECT | EMPATHY

Document Version Control

Greenacres will maintain a high standard of quality and control of all documented information and records. All documents (either retained or referred to) within Greenacres Quality Management System (QMS) will be current, suitable for use, accessible, quality controlled, and stored in a safe and secure location.

Greenacres policies will be reviewed by the relevant senior manager when: a known change has occurred; an incident or complaint has been received; or prior to the mandatory three year review period where no other reviews have occurred.

Section 1	Title	Refund Policy		
	Policy Location	Intranet		
	Document Owner	Chief Commercial Officer		
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	Date Approved	01/08/2018	Board to Approve all Modifications	
	Reviewer	Executive Team		

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	003	Functional Team		09/06/2021	Approved
	004	AT/KMT	Allowed for in person refunds, items to be returned in resaleable condition and amended instructions for written refund requests	12/09/2022	DRAFT
	005	Executive Team		13/09/2022	Accepted

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1 PURPOSE

- 1.1 This Policy outlines the conditions under which Greenacres will refund monies paid to it for to any of its services, products, or events, or as a donation to the organisation.

2 SCOPE

- 2.1 This Policy applies to all refunds of any monies paid to Greenacres relating to any of its services, products, or events, or as a donation to the organisation.

3 POLICY STATEMENT

- 3.1 Greenacres will examine all requests for refunds or replacements on a case-by-case basis. Each decision will be at Greenacres' discretion. Greenacres retains the right to obtain relevant evidence associated with the particular circumstances that the request is being made.
- 3.2 Greenacres will endeavour to ensure that genuine errors are rectified.
- 3.3 Greenacres will abide by the [Australian Consumer Law](#) and [Consumer Guarantee guidelines](#).
- 3.4 If the consumer guarantees have been met, Greenacres will consider all requests for refunds based on the circumstances within the relevant category and as per the relevant legislation.
- 3.5 Greenacres will do its best to respond to all written requests in a timely manner, however, it may take up to 5 business days for a response.

4 PRIVATE DISABILITY SERVICES

- 4.1 No refund will be given for any service(s) that have been provided and deemed acceptable within the guidelines set by the relevant regulatory bodies.

5 GREENACRES' ENTERPRISES SERVICES AND PRODUCTS

- 5.1 If requesting a refund or replacement for a product produced or supplied by Greenacres, the relevant product must be returned in a saleable condition and with proof of purchase before any refund will be considered.
- 5.2 All rights to a refund will be voided if the payment terms for the product(s) or service(s) have not been met.
- 5.3 Refund/replacement requests must be:
 - 5.3.1 received with one calendar month of the original purchase and
 - 5.3.2 made in person at either the original place of purchase or Greenacres' registered office or
 - 5.3.3 submitted via the "contact us" page on our website. The purchaser's surname, order number and the word "refund" must appear in the "Subject" line of the online form and details of the request included in the "Your message" section of the online form.
- 5.4 References will be made to the original Terms & Conditions that existed when the products were supplied.
- 5.5 Greenacres does not take responsibility for any incorrect information given to us either at the time of purchase or when requesting a refund/replacement (e.g. wrong address, wrong item purchases, change of mind, etc.).
- 5.6 Refunds or exchanges cannot be given for lost or stolen gift vouchers.
- 5.7 All refunds will be given using the original payment method, e.g. cash, credit card, gift voucher etc.
- 5.8 If a product is returned for any reason other than it being faulty or not as described, the customer is liable for the cost of returning the item to Greenacres and, if a replacement item requested, the cost of forwarding the replacement item to the customer.

6 EVENT REGISTRATION AND/OR DONATIONS

- 6.1 All requests for refunds must be submitted via the "contact us" page on our website. The purchaser's surname, receipt number and the word "refund" must appear in the "Subject" line of the online form and details of the request included in the "Your message" section of the online form.
- 6.2 Greenacres will consider all requests for refunds based on the circumstances within the relevant category and as per the relevant legislation.

Event Registration

- 6.3 Refunds relating to an event registration will only be considered if the request is received in Greenacres' registered office at least 5 business days before the scheduled commencement of the event.
- 6.4 If the request for a refund is due to ill health or injury, a medical certificate, issued in the name of the requester, must be provided to support the request.
- 6.5 All items supplied in relation to an event registration (hat, water bottle, T-shirt, wrist band, etc) must be returned to Greenacres in a resaleable condition before a refund will be granted.

Donations

- 6.6 As a rule, Greenacres does not give refunds for a change of mind. For this reason, Greenacres asks that careful consideration be given to any decision to donate to the organisation.
- 6.7 Should a request for a refund be approved, any receipt issued for the original donation will become invalid and must not be considered as a tax deduction.
- 6.8 Refunds relating to donations will only be considered if the request is received by Greenacres' registered Office within 5 business days of the donation having been made.

7 CONTACTS

7.1 Current registered office:

- 7.1.1 Physical address: 4 Ralph Black Drive, North Wollongong, NSW, 2500
- 7.1.2 Postal address: PO Box 1419, Wollongong, NSW, 2500
- 7.1.3 Email address: <https://www.greenacres.net.au/contact-us/>

8 LAW

- 8.1 These Terms and Conditions are governed by and construed in accordance with the laws of New South Wales. The parties irrevocably submit to the exclusive jurisdiction of the courts of New South Wales.

9 RELATED LEGISLATION AND DOCUMENTS

[Australian Consumer Law](#)

[Competition and Consumer Act 2010](#)

[Consumer Guarantee guidelines](#)