

GESAC Returns Policy

The following policy applies to the return of purchases from the shop at GESAC.

Proof of Purchase

All returns, refunds, exchanges or repair requests must be accompanied by Proof of Purchase such as the original register receipt **or** original return/exchange receipt (or copy of a bank or credit card statement clearly identifying the item).

If you are unable to provide Proof of Purchase, an authorised GESAC representative may (at his or her discretion) verify that the item was originally purchased from GESAC.

Where either of these verifications is unavailable, an item will not be accepted as a return.

Change of Mind

If you are able to provide satisfactory Proof of Purchase, an authorised GESAC representative 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 resaleable condition (i.e. the original tags and labels are still attached, the item is in its original packaging (if any), and the item is unworn, unwashed, unused and as sold;
- the item is not a Special Exception Item (see below); and
- satisfactory identification is presented at the time of the return (i.e. Drivers Licence, Proof of Age card, Passport, GESAC Membership or other identification considered satisfactory by the GESAC representative).

*If GESAC decides to provide you with a refund, the purchase price will be refunded to you (by cheque made out to you and mailed to your nominated address) once confirmed that it meets the above conditions. Alternatively you may request a credit note or a replacement product.

Bonus items/Gift Cards/Bundled items

Any gift/bonus items which attached to the purchased products, or all elements of any bundled items, must also be returned with the original purchase. If not, the value of any such unreturned gift card, bonus or bundled item, or utilised portion of any gift card may be deducted from any refund.

Faulty Items Returns

If an item is faulty, wrongly described or different from a sample shown then GESAC will meet its legal obligations which may include refunding the purchase price, issuing a credit note or providing a replacement product, provided the item is returned within a reasonable time of purchase with Proof of Purchase.

Special Exception Item

Please choose carefully as we do not offer Change of Mind exchange or refund for swimwear, underwear, gift cards or any "sale" items purchased unless the item is faulty, significantly different from what was shown to you, breaches manufacturer's warranties or consumer guarantees or where otherwise we are required by law to provide a refund.

Application for Refund

A request for a refund or credit note must be made on the approved application form. Processing of the request may take up to five (5) business days.