

# CDU Bookshop Refund Policy

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## INTRODUCTION

Under Australian Consumer Law, University Bookshop customers are entitled to ask for a repair, replacement or refund; however, the consumer guarantees do not apply if a customer simply changes their mind; finds a cheaper product elsewhere; decides they do not like the purchase; or has no use for the product.

Proof of purchase is always required when returning items purchased from the University Bookshop.

## STATEMENT OF AUTHORITY

The authority behind this policy is the [Charles Darwin University Act 2003](#) part 3, section 15.

## COMPLIANCE

This is a compliance requirement under the [Charles Darwin University Act 2003](#) part 3, section 15 and [Consumer Affairs and Fair Trading Amendment \(National Uniform Legislation\) Act 2010](#).

## INTENT

This document applies to products purchased from the University's Bookshop either in-store or online.

## RELEVANT DEFINITIONS

In the context of this document

**Customer or consumer** means a member of the University community that purchases a product from the University Bookshop;

**Defective or damaged** means items that either, do not match the product description, are not in reasonable condition, for example, faulty or misbound books. The University reserves the right to verify whether any item (including electronic goods, stationery, computer software, hardware and peripherals) are defective or damaged;

**Major problem** means the product is unsafe; significantly different from the sample or description; does not do what the product said it would do or cannot easily be repaired;

**Original condition** means items in original shrink-wrapping with any enclosed CDs, disks, licenses or passwords unopened; and

## POLICY

University Bookshop customers may seek a refund on items purchased in-store or online, either in-store or by return mail. The University will also replace, exchange or refund defective or damaged items purchased

from the University's Bookshop either in-store or online to the value of the purchase price, provided the item/s are:

- Returned prior to the Census date of the semester/study period in which the item was purchased;
- Returned within fourteen (14) days of purchase, for in-store purchases or twenty-eight (28) days of purchase, for on-line purchases;
- In its original condition, including any accessories where possible; and
- Accompanied by a copy of the original tax invoice/store receipt.

**NOTE:** Customers are not entitled to a refund for a change of mind.

Returns sought after the Census date will not be refunded, however, a credit note or exchange will be considered.

### Refund Payments

Refunds will be processed using the original currency and payment method used in the original transaction, to the value of the purchase price excluding delivery costs. Original delivery charges will not be refunded unless products are defective or damaged.

Where appropriate, a credit note may be issued in lieu of a refund, for use towards another purchase in-store or online. For returns after the Census date of the semester the item was purchased, only a credit note or exchange will be considered.

Refund payments will be refunded as follows:

Payment method	Refund method
Cash Payment	Cash refund up to \$100 then refund via cheque payable to the purchaser Proof of identity required
Cheque Payment	Refund via cheque payable to the purchaser Proof of identity required
Bank Transfer	Refund via cheque payable to the purchaser
Debit/Credit Card	Reimburse back to original card If refund rejected, reimburse to another card in the same name Proof of identity required
Bank Draft	Refund to bank against which original draft raised

### Postal refunds:

Items purchased online may also be returned by post. Items must be packaged securely with original accessories and warranty card (where supplied) and posted to PO Box U476, Darwin NT 0815

Customers are responsible for return postal charges. The University does not accept responsibility for non-delivered parcels. It is recommended for items being returned by mail that a track and trace freight method is used. The University does not accept responsibility for items damaged during return shipment or lost in transit.

## ESSENTIAL SUPPORTING INFORMATION

External

[Australian Competition and Consumer Commission](#)

[Competition and Consumer Act 2010](#) formerly the Trade Practices Act 1974 (Commonwealth)

[Consumer Affairs and Fair Trading Amendment \(National Uniform Legislation\) Act 2010](#) (NT)

### Document History and Version Control

<b>Last amendment:</b>	15 Dec 2017	<b>Next Review:</b>	Jul 17
<b>Sponsor:</b>	Deputy Vice Chancellor, Operations		
<b>Contact Officer:</b>	Manager CDU Bookshop		

Version	Date Approved	Approved by	Brief Description
1.00	30 Jul 2014	Vice-Chancellor	Creation of original document and upload to CDU website.
1.01	15 Dec 2017	Governance	<ul style="list-style-type: none"><li>• Conversion to new Governance template due to new branding</li><li>• Updated hyperlinks</li><li>• Amended Contact Officer from Chief Operating Officer to Manager CDU Bookshop</li><li>• Amended Sponsor from VC to DVC, Operations</li></ul>