

Great Aussie Lawns – Exchange & Refund Policy Proposal

Purpose

This policy establishes a consistent and transparent process for handling product returns, exchanges, and refunds, ensuring efficiency, accountability, and customer satisfaction.

Eligibility for Returns & Exchanges

Products may be considered for return or exchange where the following conditions are met:

- Goods must be **unused, unopened, and in resalable condition**
- Requests must be made within **30 days of purchase**
- Seed must be **within a valid expiry/sow-by date** at time of return
- Proof of purchase (invoice or order reference) must be provided

Great Aussie Lawns reserves the right to **decline returns** that do not meet these criteria.

Refund Process

- All approved returns will be processed as a **refund to the original payment method**
- For **bank deposit payments**, customers must provide valid bank details before processing
- Refunds will **not be issued as credit for future orders**, to ensure clear financial tracking and reduce administrative complexity

Exchanges

- Exchanges may be approved where stock is available, and eligibility criteria are met
- Where an exchange is processed, the original order must be:
 - **Credited/refunded**, and
 - **A new order raised and charged separately**
- Direct product swaps without documentation are **not permitted**

Internal Process & Responsibilities

- All return/exchange requests must be **approved by a manager or authorised staff member**
 - Finance/admin team must:
 - Process refunds promptly once approved
 - Maintain accurate records of all transactions
 - Sales team must ensure:
 - Customers are informed of policy at the time of sale, where relevant
 - Clear documentation is provided for all returns
-

Exceptions

Any exceptions to this policy must be **approved by management** and documented with justification.

In limited circumstances, where a customer **does not have access to the original method of payment**, an exchange may be processed via **store credit**, provided:

- The return meets all standard eligibility criteria
 - The credit is **clearly recorded and allocated** to the customer account or transaction
 - The process is approved by an authorised staff member
-

Policy Benefits

This approach ensures:

- Clear financial tracking and reconciliation
- Reduced administrative errors and rework
- Consistency across all staff
- Improved customer transparency