



**Gymnastics**  
Australia

## **NATIONAL REFUND POLICY**

<b>Policy Name:</b>	<b>National Refund</b>
<b>Date of Approval:</b>	<b>December 2007</b>
<b>Policy Coverage:</b>	<b>Business</b>
<b>Date of Review:</b>	

## **INTRODUCTION**

Refund policies are a part of good customer service. This Policy provides outlines circumstances in which a refund will be made and if any charges are to be deducted.

### **1. Education Courses - Cancellation and Refunds**

All education courses and workshops are to be paid in full upon registration. Gymnastics Australia (GA) does not hold places without paid registration.

Registration cancellations will only be accepted in writing, via email, facsimile or post. Registrants will be offered three options:

- Book into another course or workshop or
- Transfer the registration to another person (must be notified in writing, either via post or email at least three (3) working days prior), or
- Be refunded their money at the completion of the course or workshop, with the refund calculations being made in reference to the 'Starting Date' of the course or workshop.

4 or more week's notice of non-attendance	Full course fee refunded less 10% cancellation fee
2 week's notice of non-attendance	Full course fee refunded less 25% cancellation fee
Less than one week's notice	No refund (unless extraordinary circumstances arise)

Participants who are unable to attend a course due to extenuating circumstances (i.e. family death, major illness, etc) may write to Gymnastics Australia, and with written evidence may be eligible for a full refund, regardless of notice.

If GA cancels the scheduled course or workshop, registrants may elect to be given a 100% refund, or they may choose to allow GA to retain their full payment until the event is re-scheduled or for payment of, or towards, the next GA course or workshop.

The cancellation/refund policy for courses and workshops is set out in detail on the registration form for each activity.

### **2. Membership Refunds**

GA does not refund Membership fees except in special circumstances. Refunds may be considered for technical problems associated with the payment of fees on-line. Consideration for a refund must be made in writing to the Membership Department by e-mail to [membership@gymnastics.org.au](mailto:membership@gymnastics.org.au). A decision to offer a refund will be at the discretion of Gymnastics Australia.

### **3. Products – Online Education Resources**

Refunds will be considered for technical problems associated with the delivery of the online education resources. Before a refund is issued, GA will attempt to resolve the problem to ensure future success in the e-learning experience. As a first step, customers are asked to check the System Requirements

page of the online resource to determine whether they have the minimum and appropriate system requirements.

Customers are able to cancel subscriptions at any time before logging on to the resource for the first time. Cancellations must be made in writing via email to [education@gymnastics.org.au](mailto:education@gymnastics.org.au) to initiate a refund.

#### **4. Products - Returns and Refunds**

Products can be returned to GA, with a copy of the invoice by return mail citing, in writing, reasons for a refund or an exchange.

GA does not give refunds if customers simply change their mind or make a wrong decision.

GA will provide a refund or replacement product in the following circumstances:

- a product becomes faulty through no fault of the customer;
- a product is not fit for its stated purpose;
- a product does not match the description or sample;
- a product has defects that were not obvious;
- a product ordered by the customer is no longer available;
- the person or organisation billed did not originate the charge as a result of fraudulent use of credit cards or other such circumstances.

GA has a “no refund” and “return policy” for CDs and DVDs. If the CD or DVD appears to be faulty when received, contact GA immediately by email with a description of the problem, and the issue will try and be resolved. If GA decides that a solution is not possible, the faulty CD or DVD is to be returned in good order. On receipt of the product GA will issue a replacement. The customer is responsible for all freight and packaging costs to return the CD or DVD.

In the unlikely event that a wrong item has been posted, all returns must include all original items undamaged, in re-saleable condition otherwise the item will not be accepted for a return.

Products must be returned within a reasonable period, with a copy of the invoice received at the time of purchase along with the returned items. Refunds will be determined after products have been returned in a safe, unused and undamaged condition.

Returns by mail may take 2 weeks minimum to process and notification will be by email.

The above policy is not intended to override or limit your statutory rights in any way.

#### **5. Form of Refunds**

All refund requests must be made in writing. Refunds are usually made within 14 days of receiving the refund request. Refunds will be paid in the same tender type as the original payment and in Australian dollars (AU\$).