



Retail, Refund and Delivery Policy

Proof of Purchase

All returns, refunds, exchanges or repair requests must be accompanied by the following proof of purchase documents:

- Original register receipt
- Online confirmation (proof of purchase)

Change of mind

If you have changed your mind about your purchase, Adelaide United FC will offer you a refund or exchange provided that:

- You have produced proof of purchase
- The item is in a sellable condition (e.g.; the original tags and labels are still attached, the item is in its original packaging (if any), and the item is unworn and unused
- The item is not a special exception (sale items)

All refund rights under State and Commonwealth law apply

Our items come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and failure does not amount to a major failure. If the failure is minor, we reserve the right to offer a repair only. We reserve the right to not offer a refund or exchange.

Price match

If a customer requests that we match the price of a competitor's advertised product the following terms and conditions will apply:

- Item must be in stock in our store at time of purchase
- Price comparisons must include all delivery charges and bonus offers
- Product must be identical (e.g.; same brand/ colour/ model/ size)
- Confirmation of competitor's advertised price is required (e.g.; catalogue, newspaper etc.)
- Competitor must be in stock (not available for back orders)
- No bulk purchases, retail quantity only
- Excludes competitors clearance lines, limited stock offers, price errors, or member/ club/ internet prices
- The competitor must be in the same metro or town areas at the requested price match
- The price must not be below our cost price

Voucher conditions

You can use your voucher to purchase any available items in our store. Present your voucher at time of purchase to redeem.

- Treat vouchers like cash
- Lost or stolen vouchers will not be replaced or refunded
- Vouchers are not redeemable for cash and cannot be exchanged
- Vouchers expire 12 months from date of issue
- Any unused amount after the expiry date of vouchers will not be refunded or credited
- Vouchers are only to be redeemed in the shop during office hours (Monday – Friday 9am – 5pm)

Delivery

When placing your order, please consider these factors when calculating the estimated delivery date:

- Order processing: this usually takes 2 – 3 business days. However at times orders may be processed within the same day, while others may take up to 5 business days.
- Transit time: this can take up to 2-5 business days depending on the delivery schedule of Australia Post
- While we send all of our orders by express post, we cannot guarantee next day delivery on our items due to transit time of Australia Post.