



SOUTH AUSTRALIA

Policy:	Refund Policy
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Purpose:

To outline how requests for refunds will be processed by SIDS and Kids SA.

Scope:

This policy applies to all products and services provided by SIDS and Kids SA

SIDS and Kids SA offer refunds in accordance with the Australian Consumer Law.

Products

If there is a major failure with a product SIDS and Kids SA will replace or refund the goods. Major failures include the goods have a problem that would have stopped someone from buying the item if they had known about it, the goods are unsafe, the goods significantly differ from the description, or the goods do not do what they were supposed to.

To obtain a refund proof of purchase is required (receipt).

Event Tickets

Event ticket refunds will only be considered if attendee is sick or has been directed to quarantine under COVID Management Guidelines. All requests for refunds of event tickets should be emailed to administration@sidssa.org.au stating the reason.

Refunds for other reasons may be considered on a case-by-case basis.

Training

Centres/Workplaces are eligible for a full refund if cancellation occurs 3 or more days prior to scheduled training date.

30% of the training costs will be charged if cancellation occurs between 1-3 days prior to the scheduled training date.

No refund will be provided for cancellations on the day of training.

Donations

Refunds are given at the discretion of SIDS and Kids SA.

In the event of an incorrect amount being entered, or if the donation is made accidentally or there is an extremely unusual circumstance, the request for a refund of the donation should be emailed to administration@sidssa.org.au The request should have the details of the initial donation including the date, amount, name of the donor, the receipt number and the nature of the error. SIDS and Kids SA will review the request and respond within 72 hours.

If a donation is refunded, the associated tax receipt is no longer valid and should be destroyed.

Refunds of amounts donated will not automatically be made simply because of a change of mind.