



## REFUND AND WARRANTY POLICY



### 1. OVERVIEW

---

The following information relates to the provision of Athletics SA products and services. The refund and warranty policy applies to goods and services purchased from Athletics SA such as uniforms, memberships, and entry to events and courses conducted by Athletics SA. This policy should be read in conjunction with the Athletics SA constitution

## **2. GOODS**

---

Please inspect any merchandise carefully and advise promptly if there is any apparent manufacturing fault. We will gladly exchange or refund at our discretion, any product deemed by Athletics SA to be faulty, provided that the product is returned within 14 days of purchase. This warranty does not preclude your statutory rights.

## **3. ENTRY TO EVENTS**

---

Athletics SA reserves the right to refuse entry to an event or events at any time for any reason. Cancellation of an entry or entries by either party will not result in any refund except where deemed appropriate by ASA. ASA'S decision is final and no correspondence will be entered into.

## **4. COURSES**

---

All cancellations must be made in writing to the Athletics SA Coaching Coordinator and the refund will be issued after the event. The Athletics SA Coaching Coordinator will acknowledge receipt of your cancellation by email.

Refund for cancellation of registration will be made and subject to the following deadline and administrative charge:

- Up to 30 days prior to commencement of the Course = Full refund
- Up to 14 days prior to commencement of the Course = 50% refund
- Less than 14 days prior to commencement of the Course = No refund

Where there are extenuating circumstances, a refund outside of these terms may be considered by and at the discretion of the Athletics SA Coaching Coordinator.

Registrations are fully transferable to another person, however, if a member transfers registration to a non-member the difference in registration fee is payable. Transfers incur a \$20 Administration Fee.

### ***Coaching Course Cancellation or Postponement***

Should a course be cancelled or postponed due to unforeseen circumstances, Athletics SA will endeavour to process a full refund within 7 days of such circumstances becoming known or offer an alternate option.

## **5. MEMBERSHIP**

---

Athletics SA reserves the right to cancel membership at any time for any reason. Cancellation of a membership by either party will not result in a refund except where deemed appropriate by ASA in accordance with the ASA constitution and any other relevant policies.

Refunds will only be given under exceptional circumstances. In some cases, membership may be rolled over to following season at the discretion of ASA. ASA'S decision is final and no correspondence will be entered into.

## **6. POLICY REVIEW**

---

The Athletics SA Refund and Warranty Policy will be reviewed annually to ensure it remains current and practical