

Ipswich JDM & Classics – Refund & Cancellation Policy

1. Purpose

This policy outlines how refunds, cancellations, and cooling-off rights apply to purchases made through Ipswich JDM & Classics, including merchandise, event tickets, and other paid services. It ensures compliance with Australian Consumer Law (ACL) and provides clear expectations for members and customers.

2. Scope

This policy applies to:

- Merchandise purchases
- Event tickets
- Paid services or bookings
- Any other financial transactions with the club **Note:** Membership fees are treated separately (see Section 3).

3. Membership Fees

Membership fees **cannot be refunded** once paid. This includes:

- Annual membership fees
- Renewal fees
- Any administrative or processing fees associated with membership

Membership fees are non-refundable because they grant immediate access to club benefits, events, and resources.

4. Cooling-Off Period (Australian Consumer Law)

Ipswich JDM & Classics complies with all cooling-off rights required under Australian Consumer Law.

A cooling-off period applies when:

- A purchase is made through **unsolicited sales**, such as door-to-door sales or telemarketing
- A purchase is made through certain **subscription or automatic renewal arrangements**
- A purchase is made under circumstances where ACL mandates a cooling-off right

If a cooling-off period applies:

- The customer may cancel the purchase within the required timeframe
- A full refund will be issued
- No cancellation fee will be charged

For standard online purchases (merch, tickets, etc.), cooling-off periods generally **do not** apply unless required by ACL.

5. Refunds for Merchandise

Refunds for merchandise will be provided when:

- The item is faulty
- The item is not as described
- The item is unsafe
- The item fails to meet acceptable quality standards

If the issue is minor, the club may offer a repair or replacement instead of a refund, in line with ACL.

Refunds **will not** be provided for:

- Change of mind
- Incorrect sizing chosen by the customer
- Damage caused by misuse or neglect

6. Refunds for Event Tickets

Refunds for event tickets may be provided under the following conditions:

6.1 Event Cancellation

If the club cancels an event, ticket holders will receive:

- A full refund, or
- The option to transfer the ticket to a rescheduled date (if applicable)

6.2 Customer Cancellation

If a customer cancels their attendance:

- Refunds may be granted at the club's discretion
- Requests must be submitted prior to the event
- Late cancellations may not be eligible for a refund

6.3 Weather or Safety Issues

If an event is postponed due to weather or safety concerns:

- Tickets will be transferred to the new date
- Refunds may be offered if the customer cannot attend the rescheduled event

7. Refunds for Services or Bookings

Refunds for paid services (e.g., special events, workshops, or bookings) will be assessed based on:

- The nature of the service
- Costs already incurred by the club

- Whether the cancellation was within a reasonable timeframe

If the club cannot provide the service as promised, a refund or alternative arrangement will be offered in accordance with ACL.

8. How to Request a Refund

Refund requests must be submitted through the club's official contact channels. Please include:

- Your name
- Contact details
- Proof of purchase
- Reason for the refund request

The club will respond within **7 business days**.

9. Processing Refunds

Approved refunds will be processed using the original payment method unless otherwise agreed. Processing times may vary depending on the payment provider.

10. Committee Authority

The committee reserves the right to:

- Approve or deny refund requests
- Modify this policy as needed
- Assess exceptional circumstances on a case-by-case basis