



QUICKCLIQ REFUND POLICY

All products purchased through the QuickCliq Online System are covered by this QuickCliq Refund Policy.

Refunds for order cancellation

If you cancel a meal order or a uniform order while it has 'pending' status or before the cut-off time for orders, you will be issued a refund for the value of the cancelled goods.

If you paid using your QuickCliq account balance, your refund will be added as online credit to your QuickCliq account to the value of the goods that you ordered.

If you paid using a credit card, you are entitled to a cash refund for the value of the goods that you ordered.

The booking fee is non-refundable.

Orders cancelled after the cut-off time are non-refundable.

Refunds for incorrect, faulty or defective orders

If there has been an issue with your order, including if the goods were faulty, defective, incorrectly described or did not arrive, please contact QuickCliq's friendly staff on:

- Email: support@quickcliq.com.au
- Phone: 1300 11 66 37

Please include the relevant details of your complaint so that QuickCliq can assist you, including:

- Your name
- Recipient name
- Order number
- School name
- The issue that you have experienced

QuickCliq will investigate whether the issue has arisen because of an error or failure of the QuickCliq Online System or whether it is the fault or mistake of the supplier.

If it is the fault of the QuickCliq Online System:

- If you paid using your QuickCliq account balance, you are entitled to an online credit to your QuickCliq account to the value of the goods that you ordered which were not delivered or were unsatisfactory and the amount of the booking fee.
- If you paid using a credit card, you are entitled to a cash refund for the value of the goods that you ordered and that were not delivered or were unsatisfactory.



If it is the fault of the supplier, QuickCliq recommends that you contact the supplier directly to receive a refund as this will allow your complaint to be addressed more quickly.

However, if you request, QuickCliq can pass the details of your complaint to the supplier. If the supplier wishes to grant you a full or partial refund, the supplier will either refund you directly or provide the refund value to QuickCliq and have QuickCliq credit your QuickCliq account. This refund will be to the value of the goods that you ordered and that were not delivered or were unsatisfactory. It will not include the amount of the QuickCliq booking fee.

Refunding your QuickCliq account balance

If you wish to close your QuickCliq account, you are entitled to a full refund of any existing credit that you have uploaded to your QuickCliq account.