



BACK-TO-SCHOOL CLAIMS POLICY

(Applies to Parents, Carers and Schools)

1. Purpose

This policy explains how claims for missing, incorrect, damaged, or faulty Back-to-School items will be managed. It ensures all claims are handled fairly, consistently, and within a reasonable timeframe so that genuine issues can be resolved efficiently.

2. Checking Packs at Collection

Parents and carers are responsible for checking packs:

- at collection or on delivery

This includes opening:

- bags and boxes
- pencil cases and zipped items
- exercise books and stationery bundles

All families were advised that packs should be checked before leaving the Back-to-School collection site. If any items appeared to be missing at that time, families were asked to notify us in writing within a reasonable timeframe so the matter could be investigated promptly. Signage and staff reminders were provided at collection to support this process. While we take care when packing orders, once packs leave our control we cannot verify how items are stored, transported, or handled. For this reason, early checking and prompt notification are essential.

3. How Claims Must Be Lodged

All claims must be submitted using our official [online claims form](#).

Claims will not be assessed:

- by phone
- by email
- in person
- via school staff

Schools cannot lodge claims on behalf of families.

Each claim must be submitted by the parent/carer who placed the order.

This process ensures privacy compliance and allows us to properly investigate each individual order.



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4. Claim Timeframe

Claims must be submitted within the published Back-to-School claims period, by the 28th February 2026, and no later than the advertised closing date.

After the 28th February 2026:

- stock reconciliation is completed
- supplier accounts are finalised
- claims can no longer be investigated
- refunds or replacements may not be issued

This timeframe is necessary for operational, supplier, and accounting reasons.

5. What May Be Considered for a Claim

We may review claims relating to:

- ✓ Missing items from a pack
- ✓ Incorrect items supplied
- ✓ Damaged or faulty products
- ✓ Backorder items

6. What Cannot Be Claimed

Claims will generally not be considered for:

- ✗ Change of mind
- ✗ Items misplaced after collection
- ✗ Items already labelled or used
- ✗ Requests submitted after the closing date
- ✗ Claims made without completing the official form

7. Investigation Process

When a claim is received, we may:

- review packing records
- check stock movement and counts
- confirm order details
- verify collection or delivery method



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- request photos or additional information

If an error is confirmed, we will arrange:

- ✓ replacement item, or
- ✓ refund where appropriate

All outcomes are determined after investigation.

8. School Distribution of Packs

Where packs are delivered to schools:

- responsibility for checking contents remains with the parent/carers
- schools are not expected to verify pack contents
- claims must still be submitted directly by the parent

9. Behaviour and Communication

We understand Back-to-School can be a busy and stressful time.

We ask that all communication with staff remains respectful.

Abusive, aggressive, or inappropriate behaviour may result in communication being limited to written channels only.

10. Policy Updates

We reserve the right to update this policy at any time to ensure a consistent and manageable process for all parties.

11. Policy Alignment with Legal Requirements

This policy operates in accordance with the Australian Consumer Law (ACL) and does not limit any rights or remedies that consumers may be entitled to under law.

Nothing in this policy is intended to exclude, restrict, or modify any guarantees, rights, or remedies available under the ACL, including rights relating to faulty, damaged, or incorrectly supplied goods.

The purpose of this policy is to:



BACK-TO-SCHOOL CLAIMS POLICY

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- establish a clear and consistent process for handling Back-to-School claims
- ensure claims are assessed fairly and based on available records
- provide reasonable timeframes for investigation and resolution
- allow us to finalise stock, supplier, and accounting processes once the claims period closes

Where a consumer guarantee applies under the ACL, it will be honoured in accordance with legal obligations.