



# NATIONAL REFUND POLICY

*Date of Approval: September 2008*

## INTRODUCTION

Refund policies are a part of good customer service. This Policy outlines circumstances in which a refund will be made and if any charges are to be deducted.

### 1. Registration Refunds

#### 1.1 Eligibility for Refunds

Football Federation Australia (**FFA**) only refunds registration fees (or parts thereof) in the following circumstances:

- (a) the player has not participated in a match for his or her club. (Upon participating in one match for the club, FFA is under no obligation to make a refund); or
- (b) as required by statute, such as in accordance with state and/or federal consumer protection legislation.

#### 1.2 Procedure for Recovery of a Refund

Where a player is eligible for a refund under clause 1.1(a), a player will be required to comply with the following steps prior to FFA being liable to pay the refund to the player:

- (a) the player must complete the NRR08- Cancellation of Amateur Registration form (**Form**) (which is available from the club or from [www.footballaustralia.com](http://www.footballaustralia.com));
- (b) the Form must be lodged by the player with the club;
- (c) the club must lodge the Form with local Member Federation, who then records the deregistration on MyFootballClub online registration system;
- (d) the local Member Federation lodges the form with FFA.

FFA reserves the right to audit any application made by a player for a refund to satisfy itself that the Player is eligible for a refund.

#### 1.3 Payment of Refund

- (a) Once clause 1.2 has been complied with, the club makes the refund to the player;
- (b) FFA reimburses to the club the relevant amount in May (where the Form is provided to FFA prior to 30 April of the year of registration) and in November (where the Form is provided to FFA prior to 31 October in the year of registration);

## 2. Products- Returns and Refunds

Products can be returned to FFA, with a copy of the invoice by return mail citing, in writing, reasons for a refund or exchange.

FFA does not give refunds if customers simply change their mind or make a wrong decision.

FFA will provide a refund or a replacement product in the following circumstances:

- A product becomes faulty through no fault of the customer;
- A product is not fit for its stated purpose;
- A product does not match the description or sample;
- A product has defects that were not obvious;
- A product ordered by the customer is no longer available;
- The person or organisation billed did not originate the charge as a result of fraudulent use of credit cards or other such circumstances.

FFA has a “no refund” and “return policy” for CDs and DVDs. If the CD or DVD appears to be faulty when received, contact FFA immediately by email with a description of the problem, and the issue will try and be resolved. If FFA decides that a solution is not possible, the faulty CD or DVD is to be returned in good order. On receipt of the product, FFA will issue a replacement. The customer is responsible for all freight and packaging costs to return the CD or DVD.

In the unlikely event that a wrong item has been posted, all returns must include all original items undamaged, in re-saleable condition otherwise the item will not be accepted for return.

Products must be returned within a reasonable period, with a copy of the invoice received at the time of purchase along with the returned items. Refunds will be determined after the products have been returned in a safe, unused and undamaged condition.

Returns by mail may take 2 weeks minimum to process and notification will be by email.

The above policy is not intended to override your statutory rights in any way.

### **3. Form of Refunds**

All refund requests must be in writing or otherwise in accordance with this Policy. Refunds will usually be made within 28 days of approval by FFA. Refunds will be paid in a form at the discretion of FFA, however FFA will use its best endeavours to provide the refund in the form requested.