

Return and Exchanges Policy

At Campion Education, we understand that there may be times when you need to return or exchange an item, and we want to make the process as simple as possible.

This return and exchanges policy describes how we generally manage product returns. Importantly, the rights described in this policy are in addition to the statutory rights to which you may be entitled under the Australian Consumer Law and other applicable Australian consumer protection laws and regulations.

Please note there may be limitations on your right to return and obtain a refund for products, however these limits will always be subject to your statutory rights.

Statutory Protections

Australian Consumer Law

Our goods and services come with certain guarantees that cannot be excluded under the Australian Consumer Law but are otherwise limited as set out in this policy and in our Website Terms of Use (located at <https://campion.com.au/terms-conditions/>).

Faulty Goods

You are entitled to have goods and services repaired or replaced if they are faulty or otherwise breach those guarantees.

To the maximum extent permitted by law, Campion Education and its officers, employees, agents, consultants, licensors, partners and affiliates expressly limit their liability for breach of any non-excludable condition or warranty/guarantee implied by virtue of any legislation or law to the following remedies (the choice of which is to be at Campion's discretion):

in the case of goods, to any of the following:

- the replacement of the goods or the supply of equivalent goods;
- the repair of the goods;
- the payment of the cost of replacing the goods or of acquiring equivalent goods; or
- the payment of the cost of having the goods repaired; and

in the case of services:

- the supply of the services again;
- the payment of the cost of having the services supplied again; or
- the payment of the cost of any Licence Fee associated with Paid-For licensed content.

Major Failure

However, in accordance with Australian Consumer Law in the case of a major failure, you are entitled to a replacement or refund at your choice and compensation for any other reasonably foreseeable actual loss or damage.

A good or service has a major failure when:

1. it has a problem that would have stopped someone from buying it if they'd known about it;
2. it is significantly different from the sample or description;
3. it is substantially unfit for its common purpose and can't easily be fixed within a reasonable time;
4. it doesn't do what you asked for and can't easily be fixed within a reasonable time; or
5. it is unsafe.

Refunds

Change of mind – Physical books and calculators

We aim to support our community with fairness and flexibility. While we meet all obligations under Australian Consumer Law, we're also pleased to offer additional options in some cases. If you've changed your mind about a textbook, non-digital book pack or calculator, we're happy to provide a refund, credit or exchange (at our discretion), provided the item meets the conditions outlined below.

In general, we only provide refunds to the extent required by Australian Law. However, if you have changed your mind about a textbook, non-digital book pack or calculator purchase, Campion Education is pleased to offer you a refund, credit or exchange (at our option) provided that:

- you return the item within 30 days of receipt of goods (where receipt of goods means confirmed delivery from Australia Post OR you purchased the items in store OR you collected your order from store or school), unless you have Campion paperwork or correspondence that indicates otherwise;
- you produce satisfactory proof of purchase (your original receipt or online proof of purchase, such as a tax invoice); and
- the item must be in original and resaleable condition. The original packaging including shrink-wrapping is unopened, and the item is unused.

Change of mind – Digital Goods and individual stationery products

Change of mind refunds are not available for digital/electronic and downloadable resources as well as individual stationery items unless required by law as set out in Section 1 (Statutory Protections) discussed above. Please ensure you select the correct resources for the correct subjects. Find out more about ordering and accessing digital products [here](#).

Faulty Goods

Exchanges or refunds will be made for any faulty goods in accordance with Section 1 (Statutory Protections) above. Please present your receipt and the goods for Campion's review for an exchange, refund, or warranty claim.

Vouchers

This Return and Exchanges Policy and its specified exclusions applies to products or goods purchased using Campion Education vouchers.

Returns Process

Instore Purchases

Campion Education purchases may be returned to any Campion Education retail service centre across Australia. [Find our store locations here.](#)

Postal Returns

All postal product returns must be in original, re-saleable condition. Ensure all items are packed carefully and include your original receipt and contact information. Please use the links or addresses below:

- [NSW](#)
- [QLD](#)
- [SA](#)
- [VIC](#)
- [WA](#)

Shipping costs

In all cases, you must pay the costs involved in shipping the returned product back to Campion. If we consider that Campion is not at fault, then no reimbursement in respect of those shipping costs will be provided. If we consider that Campion is at fault, then we will reimburse you for your reasonable shipping costs incurred in returning the product to us.

If you have any questions regarding our Returns and Exchange Policy or related processes, please [contact us](#).