



ECU Student Guild

Guild Store POLICY

POLICY TYPE	Operational
POLICY SUBTYPE	Administration
POLICY TITLE	Guild Store Policy
POLICY OWNER	Financial Controller

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1. INTENT

1.1. This policy outlines the standards and procedures governing the sales of goods and process for returns, refunds and exchanges for all items sold from the Guild Store to ensure a consistent, compliant, and customer-focused retail experience.

2. ORGANISATIONAL SCOPE

2.1. This policy applies to all employees, volunteers and all Guild Store customers.

Commented [LD1]: This policy applies to all people purchasing from the store? Not just staff and volunteers?

Commented [MA2R1]: Updated now

3. DEFINITIONS

3.1. The singular includes the plural and vice-versa.

3.2. A reference to:

3.2.1. A person includes a corporation and government or statutory body or authority;

3.2.2. A person includes the legal personal representatives, successors, and permitted assigns of that person; and

3.2.3. A statute, ordinance, code or other law includes regulations and other statutory instruments under it and consolidations, amendments, re-enactments or replacements of any of them by any legislative authority.

3.3. The word "including" and similar expressions are not words of limitation.

3.4. The word "under" includes by and by virtue of; as well as, pursuant to and in accordance with.

3.5. **CIDC** means the Continuous Improvement and Development Committee.

3.6. **Employee** means all personnel engaged under a contract of Employment by the Guild and includes Full-time, Part-Time, Contractors and Casual Employees.

3.7. **The Guild** means Edith Cowan University Student Guild.

3.8. **Personnel** means Employees, Volunteers, Contractors, Interns and individuals on work placements.

3.9. **Senate** means the governing body of the Guild.

3.10. **Volunteer** means Senators, Dircksey Personnel and any other Volunteers engaged by the Guild.

3.11. **Guild Store** means the Guild's retail space in room 1N.440 at the ECU City Campus and 34.215 at the ECU Joondalup campus.

Commented [LD3]: Call ECU City Campus, not Perth

Commented [MA4R3]: Noted

Commented [LD5]: This policy should cover all sales across every campus. Not just the Guild Store in the City but no definition of JO?

3.12. **ECU City Campus** means the ECU campus located at 500 Wellington St, Perth WA 6000.

Commented [MA6R5]: Noted. Updated to add JO

- 3.13. **ECU Joondalup Campus** means the ECU campus located at 270 Joondalup Drive, Joondalup WA 6027.
- 3.14. **Change of Mind Returns** means a customer returns a product because they no longer want it, ordered the wrong size/color, or found it cheaper elsewhere, rather than due to a fault.
- 3.15. **Defective Goods** means a product that fail to meet consumer guarantees of acceptable quality, safety, or fitness for purpose, often containing manufacturing errors, design flaws, or inadequate instructions.
- 3.16. **Warranty Returns** means the process of returning a defective, faulty, or broken product to a seller or manufacturer for repair, replacement, or refund within a specified period.
- 3.17. **Proof of Purchase** means a receipt or other document that serves as confirmation that one has paid for a particular item.
- 3.18. **Public Holidays** means days recognised by the Western Australian government as non-work days where businesses and other institutions are closed.

4. OVERVIEW

- 4.1. All Guild policies are approved, amended or repealed by the Senate in accordance with the Guild’s Policy Framework and compliance with relevant governance instruments, following consultation with CIDC.
- 4.2. This Policy does not form part of any employee’s contract of employment nor does it form part of any contract for service, however, it is expected that this policy will be observed by all employees and volunteers as applicable.
- 4.3. All Guild policies will be reviewed annually.

5. POLICY

5.1. Pricing & Payment

- 5.1.1. All prices are displayed in Australian Dollars (AUD) and include GST (if applicable).
- 5.1.2. EFTPOS & credit/debit, Apple Pay/Google Pay card transaction are permitted.
- 5.1.3. Cash or Buy Now, Pay Later services transactions are not permitted.
- 5.1.4. Prices are subject to change without notice.
- 5.1.5. Promotional discounts cannot be combined unless explicitly stated.

5.2. Refunds, Returns and Exchanges

5.2.1. Customers are entitled to a refund, return or exchange if a product:

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Authorised by Senate	Rev No: 000	Date Issued: 05/06/2026	Page 4 of 8

- 5.2.1.1. Is faulty, unsafe, or defective;
- 5.2.1.2. Is significantly different from its description or sample; or
- 5.2.1.3. Does not do what it is reasonably expected to do.

5.2.2. The Guild Store will not provide refunds for change of mind.

5.2.3. Customers must provide proof of purchase for a refund, return or exchange.

- 5.2.3.1. The customer must show the transaction on their bank statement and confirm the date and item/s purchased, which will be cross-checked with the Store's records.

5.2.4. Refunds or exchanges may not be offered for:

- 5.2.4.1. Perishable goods (e.g. chocolates and confectionery), unless the item had been sold past the use by date and returned unopened.
- 5.2.4.2. Items that have been used, damaged, or altered after purchase (unless covered under Australian Consumer Law).

5.2.5. Approval of a refund, return or exchange is delegated to the below individuals:

Total Return, Refund or Exchange Value (\$) Including GST	Authority to Approve
Up to 50	Retail & Campus Administrator Finance & Administrative Officer
51 - 150	Financial Controller
151+	Operations Manager

5.2.6. Refund, return or exchange to be provided within three business days.

- 5.2.6.1. For exchange of items where the item is out of stock on date of exchange request, the exchange is to occur within three business days of the item being restocked.

- 5.2.6.1.1. If that item is not being restocked, a refund must be provided.

5.2.7. Signage and Communication

- 5.2.7.1. The Guild Store's refund terms will be clearly displayed in the Guild Store (near the point of sale system) and on the Guild's website.

5.3. Product Safety and Quality

5.3.1. All products sold must meet relevant safety standards and regulatory requirements.

Commented [LD7]: Too woolly, we either accept that we do change of mind refunds or we don't. Discretion can be argued, should be more black or white.

Commented [MA8R7]: To keep it simple have updated to no change of mind refunds. Which also complies with ACL.

Commented [LD9]: Are we not providing receipts too?

Commented [MA10R9]: Not by default. The Terminal doesn't have ability to print (at City). But email receipts can be given at customer request.

Commented [LD11]: We can't display the whole policy. A one pager will be displayed in the Guild

Commented [MA12R11]: Yes that is my intention.

Commented [LD13]: What about JO?

Commented [MA14R13]: Have updated Guild Store definition at start of policy which now includes JO

5.3.2. Food items are to be stored and handled in accordance with applicable food safety regulations.

5.3.3. Expiry dates for consumables will be monitored (by the Retail and Campus Administrator at the ECU City Campus and the Finance & Administrative Officer at the ECU Joondalup campus), and expired products are not sold and immediately removed from display stands.

Commented [LD15]: By whom? Who will be responsible for this? Suggest development of a procedure for Staff that sets out roles, responsibilities, expectations and regularity of checks etc.

Commented [MA16R15]: Added some more detail but noted on the staff procedure

5.4. Warranty Period

5.4.1. The below warranty periods will be enforced by type of good sold:

Item Category	Warranty Period	Warranty Eligibility
Small Electronics	18 months	No longer operational. Exclusions: damage caused by customer (including water damage).
Apparel	6 months	Logo peeling. Stitching coming undone. Exclusions: damage caused by customer.
Stationery	3 months	No longer operational. Exclusions: damage caused by customer.
Confectionery	N/A	N/A - perishable item

5.4.2. For a customer to make a warranty claim, they must contact the Retail & Campus Administrator (ECU City Campus purchases) or the Finance & Administrative Officer (ECU Joondalup Campus), detail their warranty claim and provide proof of purchase.

Commented [LD17]: What about JO?

Commented [MA18R17]: Updated now

5.4.2.1. The delegation for approval of a warranty claims is the same as clause 5.3.5.

5.4.2.2. If the warranty claim is approved, the product exchange is to be provided within three business days.

5.4.3. All products sold must meet the automatic consumer guarantees afforded to customers under Australian Consumer Law.

5.4.3.1. All goods must be of acceptable quality, fit for purpose and match their description. If a product sold does not meet these condition, a refund or exchange must be issued to the customer.

5.5. Advertising and Representations

5.5.1. The Guild will ensure all product descriptions, pricing, and promotional materials are accurate and not misleading or deceptive.

5.5.2. The Guild will not engage in false advertising or bait advertising practices.

5.5.3. The Guild will ensure any promotional offers made to customers clearly state the terms and conditions.

Commented [LD19]: This should be re-worded as the Guild will ensure rather than should not

Commented [MA20R19]: Updated now

5.6. Employee Conduct, Training and Customer Service

- 5.6.1. Employees are expected to provide courteous, honest, and professional service.
- 5.6.2. Customers are treated fairly and without discrimination.
- 5.6.3. Employees will not make false claims about products or customer rights.
- 5.6.4. Employees operating the Guild Store will be inducted on the following items;
 - 5.6.4.1. How to process a sales and refund transaction on the point of sale system.
 - 5.6.4.2. The Guild’s refund policies and procedures.

5.7. Privacy and Data Handling

- 5.7.1. Customer information collected during transactions is handled in accordance with the Guild Privacy Policy and applicable privacy laws.

Commented [LD21]: Irrelevant as covered by the Guild Privacy Policy - referenced in 5.8.1

5.8. Complaints Handling

- 5.8.1. Customers may raise complaints in-store to the Retail and Campus Administrator (ECU City Campus) the Finance & Administrative Officer (ECU Joondalup Campus) or in writing by email to operations@ecuguild.org.au.
- 5.8.2. Complaints are to be handled in line with the Guild’s Complaints Policy.

Commented [LD22]: Joondalup?

Commented [MA23R22]: Updated now

5.9. Fraud Prevention Controls

- 5.9.1. To protect the integrity of store operations, the following controls will be implemented to prevent fraud:
 - 5.9.1.1. Proof of purchase for all returns, refunds and exchanges.
 - 5.9.1.2. No cash transaction, to reduce the risk of misappropriation of cash on hand.
 - 5.9.1.3. All sales and refunds to be made via the point of sale system to ensure there is a digital record.
 - 5.9.1.4. Financial Controller to periodically review all Guild Store transactions to identify unusual activity.

6. RELATED DOCUMENTS

Related Policy	<ul style="list-style-type: none">• Complaints Policy
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	<ul style="list-style-type: none"> • Privacy Policy
Related Procedure	<ul style="list-style-type: none"> • Complaints Procedure
Other Related Documents	<ul style="list-style-type: none"> • N/A
Related Legislation	<ul style="list-style-type: none"> • Fair Trading Act 2010 (WA)

7. CONTACT INFORMATION

For queries relating to this document please contact:

Policy Owner	Financial Controller
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8. APPROVAL HISTORY

Policy Approved By	Senate
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Revised by	
Next Revision Date	May 2027