

Our policy lasts 30 days, however excludes most usual grounds for refunds.

To be eligible for a return, your printing recharge must be entirely unused and you must declare that you are comfortable with printing being unavailable to your child/children during their time at Galstaun College. **Special arrangements might be made under special circumstances.**

Non-returnable:

- * Printing & copying recharges
- * Levies charged to recoup associated fees

To complete your return, we require a receipt as well as proof of purchase. This can be the confirmation provided during recharge, as well as your bank statement for verification.

Refunds (if applicable)

If you make a special request for refund of paid printing/copying fees, we will review your request and respond once we have performed any required investigations. Do be patient.

Unless confirmed in writing by Galstaun College, your potential refund status is not to be assumed as we do not accept refund claims under most circumstances, as detailed above.

If you are approved, then your refund will be processed, and a credit will automatically be applied to your credit card or original method of payment, within a certain amount of days.

Late or missing refunds (if applicable)

If you haven't received a refund yet, first check your bank account again.

Then contact your credit card company, it may take some time before your refund is officially posted. Next contact your bank. There is often some processing time before a refund posts.

If you've done all of this and you still have not received your refund yet, please contact us at office@galstaun.nsw.edu.au with your supporting documentation as outlined above.

Questions or queries

Please contact Galstaun College Administration on +61 2 9998 3200.