

HA Hookin2Hockey Equipment Returns Policy 2017

Can I return my equipment pack?

- Hockey Australia will ONLY accept returns on a 2016/7 Hookin2Hockey equipment pack if items within the purchased equipment pack are faulty or damaged, and have been caused through no fault of the recipient.

How to complete returns...

- Please contact Hockey Australia with evidence of the fault or damage to your purchased equipment pack via e-mail at hookin2hockey@hockey.org.au.
- If satisfied, Hockey Australia will advise on a RAN number that will be applied to the equipment pack return, ensuring no shipping cost is incurred by the recipient.
- Once confirmation has been provided that the equipment pack has been returned to Kookaburra Sport, a replacement equipment pack will be dispatched in a timely manner.

What if I have purchased the wrong stick/singlet size?

- In the event that the recipient selects an incorrect stick or singlet size and the Hookin2Hockey equipment pack has already been dispatched, the recipient must bear the cost of returning the pack to Hockey Australia. The Hookin2Hockey equipment pack must be in the same condition as received (i.e. unopened and undamaged)

HA Hookin2Hockey Registration Fee Refund Policy 2017

Am I entitled to a full refund?

- A recipient is only eligible for a refund of the Hookin2Hockey Registration fee if there is a valid reason for not participating in the program and the Hookin2Hockey equipment pack is in the same condition as received (i.e. unopened and undamaged).
- In the event the above conditions are met Hockey Australia, will refund the national component of the registration fee minus the cost of returning the equipment pack - **\$30**.
- The recipient will be responsible for the return of the Hookin2Hockey equipment pack.
- The recipient may seek the centre component - **\$30** - directly from the centre they registered with. Please contact the centre directly to confirm what options are available. Note: Terms and conditions for each centre may vary.

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