

## HA Hookin2Hockey Equipment Returns Policy

### Can I return my equipment pack?

- Hockey Australia will **ONLY** accept returns on a 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](mailto:hookin2hockey@hockey.org.au).
- If satisfied, Hockey Australia will advise the participant of the process for them to return their pack. This will include a Reply Paid code to ensure no cost is incurred by the participant.
- Once confirmation has been provided that the equipment pack has been returned successfully, a replacement pack will be distributed.

### 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

### 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, while the cost of returning the participation pack will be incurred by the participant unless otherwise agreed by Hockey Australia.
- 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. Note: terms and conditions for each centre may vary.

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#### Head Office

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#### High Performance Office

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