Refunds Policy

1. Scope and consumer rights

This policy covers competition entries, spectator tickets, merchandise, memberships, courses and other purchases made directly from FISAF Australia. Independent suppliers, including clubs and coaches, are responsible for their own sales.

Nothing in this policy limits rights under Australian Consumer Law or other applicable law. Legally required remedies take priority over all deadlines, fees and exclusions below. A credit will not replace a legally required refund without the purchaser's agreement.

2. Withdrawals and personal circumstances

Change of mind, incorrect selection or non-attendance does not automatically qualify for a refund where the payment is supplied as agreed. FISAF Australia may approve a refund, credit or transfer for injury, illness, bereavement or exceptional circumstances, considering notice, services supplied and reasonable unrecoverable costs.

Requests should be made as soon as practicable. Identify the athlete or team, event, stream, section and category affected. One athlete's withdrawal does not automatically entitle the whole team to a refund. Substitutions remain subject to competition rules. Any event-specific withdrawal terms must be disclosed before payment. Supporting evidence may be requested, limited to what is reasonably necessary; a medical diagnosis is not ordinarily required. For more details, refer to the FISAF Australia Pricing Guide.

3. Event cancellation and changes

FISAF Australia will promptly notify affected members of cancellations, rescheduling, significant venue changes or other material changes and explain available remedies. Where FISAF Australia cancels or significantly changes an event, it will provide refunds or other remedies required by law. Partial cancellations and abandoned events will be assessed against the services delivered and the affected payment value.

Entries and tickets remain valid for a confirmed replacement date unless an available refund or other remedy is selected. Discretionary requests from purchasers unable to attend should be submitted within 14 calendar days of notification, with reasonable extensions considered. Legal rights are unaffected.

4. Circumstances beyond FISAF Australia's control

For disruption beyond FISAF Australia's reasonable control, such as extreme weather, natural disaster or government restrictions, entitlements depend on applicable law and the original purchase terms. Where no greater remedy is required, FISAF Australia will provide a credit of up to 75% of the affected, undelivered entry or ticket price for cancellation, or up to 50% for rescheduling where the purchaser cannot attend and requests relief under section 3. No additional administration fee applies. Any retained amount must be lawful; its basis will be explained on request and exceptional hardship considered.

5. Merchandise

Faulty, unsafe, misdescribed or incorrectly supplied goods will receive the remedy required by law. Original packaging is not required for consumer-guarantee claims, and reasonable return costs will be reimbursed where required.

Discretionary change-of-mind returns require approval within 14 calendar days of receipt. Goods must be unused, unworn and undamaged, with tags and original packaging intact. Competition tights cannot be returned for change of mind for hygiene reasons. These restrictions do not affect legal rights. Purchasers pay postage for approved change-of-mind returns and should obtain return instructions before dispatch.

6. Fees and credits

A discretionary refund may attract an administration fee of up to 10% of the approved gross refund, capped at reasonable administrative costs actually incurred. No fee applies to legally required refunds, duplicate payments, overpayments or section 4 credits. Third-party fees are subject to applicable law and disclosed terms.

Credits last 12 months from issue. Their value, expiry and eligible purchases will be confirmed in writing. Event credits may be used across FISAF Australia entries or spectator tickets until exhausted, including through the original club for the same athlete or team. Transfers require written approval; additional purchase costs remain payable. Credits are not cash-redeemable unless agreed or legally required. If no suitable event is available before expiry, FISAF Australia will extend the credit for a reasonable opportunity to use it or agree another remedy. Expiry does not remove legally required refund rights.

7. Requests and payment

Email admin@fisafaustralia.com.au with the purchaser's contact details, relevant purchase and athlete or team details, reason, preferred remedy and reasonable proof of purchase, such as a receipt, order confirmation.

FISAF Australia aims to acknowledge requests within 5 business days, decide within 15 business days after receiving necessary information and process approved refunds within 10 business days of approval. Delays will be explained. Legally required remedies will be provided within a reasonable time.

Refunds ordinarily return to the original purchaser and payment method unless otherwise agreed. Where a club paid, it will receive an entry breakdown and must pass on amounts owed to families. An alternative payee requires written authority and verification. Supporting information is handled under the Privacy Policy and applicable law.

8. Review and related terms

Request reconsideration by replying to the decision email, preferably within 14 calendar days, with reasons and any additional evidence. A different reviewer will assess the request where practicable, aiming to respond within 15 business days. External consumer protection and legal remedies remain available.

Read this policy with the Conditions of Entry and relevant membership, activity and competition terms. Refund conditions must be consistent and disclosed before payment; later changes will not retrospectively reduce existing rights. This policy will be reviewed annually.