



Customer Service / Refund Policy

Mentone Hockey Club is a non-commercial volunteer organisation. We are however, committed to providing exceptional quality in relation to all services and products provided by our Club, to the members. We endeavour to make sure that all registration fees, event charges, are true and correct when published. When uniform purchases are available, standard delivery timeframes, reflecting delivery times of bulk orders we place with suppliers, at the start of, or during the playing seasons will apply. In some cases, a minimum order quantity will need to be achieved, before the order can be placed on our suppliers. We endeavour to advise in situations where this is the case.

Please choose carefully. We do not normally give refunds if you simply change your mind or make a wrong decision. You can choose between a refund, exchange or credit where goods are faulty, have been wrongly described, are different to the product purchased on the website, are the wrong size or doesn't perform as advertised.

In relation to products, in the event we are unable to fulfil your order at all, we will notify you within 5 business days of being made aware to arrange an agreeable alternative item, or a full refund.

For membership fees, once a player has taken the field in any officially sanctioned game, generally refunds are not available. In exceptional circumstances the Club may offer a partial refund where a player will miss most of the season due to long term injury. The Club believes any more than six games, constitutes a full season for refund purposes. Unavailability for other reasons will generally not be grounds for a refund.

Appeals can be made to the full Committee of the Club.

Issued by the Mentone Hockey Club Executive Committee

