



LONG-STEPS BALLROOM DANCING: PRODUCT RETURNS POLICY

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1. OVERVIEW

This policy sets out the terms and conditions by which Long-Steps Ballroom Dancing (ABN: 58 860 627 267) will abide with respect to product returns, transfers, and refunds. Items covered in this policy include any product or service purchased from Long-Steps Ballroom Dancing.

Please read this Privacy Policy carefully and contact us if you have any questions.

2. DEFINITIONS

For the purpose of this policy the following definitions will apply in all cases, unless otherwise stated.

- Credit(s) – Long-Steps Ballroom Dancing credits issued to any purchaser after a successful return request has been lodged in accordance with section 3 Returns.
- Product(s) – any physical object purchased from Long-Steps Ballroom Dancing either: “in studio”, directly in person, or from long-steps.com, to the exclusion of all others.
- Request – any communication made in person, by telephone (including sms texting) or e-mail, indicating a purchaser’s intention to: return, transfer, or have the value of a purchase refunded.
- Service(s) – any non-physical item purchased from Long-Steps Ballroom Dancing either: “in studio”, directly in person, or from long-steps.com, to the exclusion of all others.

3. RETURNS

General Returns

Long-Steps Ballroom Dancing will accept the return of products and services providing the following criteria are met:

1. the refund request is made within a reasonable timeframe after the purchase date;
2. that no portion of the purchase has been redeemed; and
3. that no portion of the purchase has been used or damaged.

Once a successful return request has been lodged, Long-Steps Ballroom dancing agrees to provide the purchaser with the following options:

1. a refund of the purchase price (see section 5 Refunds), or
2. a credit to the value of the full purchase price, which will be redeemable when purchasing Long-Steps Ballroom Dancing products and services.

Credit

Credit must be redeemed for Long-Steps Ballroom Dancing products or services. Credit may be used to purchase more than one Long-Steps Ballroom Dancing product or service. Credits must be redeemed in full, partial credit will not be issued for any reason. Credits may not be redeemed for cash.

4. TRANSFERS

Transfers only apply to Long-Steps Ballroom Dancing services.

Long-Steps Ballroom Dancing agrees to transfer any service purchased under one name to another name providing the following criteria are met:

1. the transfer request is made in print form, either in writing or via e-mail;
2. the transfer request clearly states the full name and contact information of the person to whom the service is being transferred;
 - a. contact information is to include:
 - i. a valid e-mail address,
 - ii. a telephone number, and
 - iii. a postal address.
3. the transferee agrees to accept the transferred service along with any and all terms and conditions attached to that service.

In the case of a partial transfer, only the remaining services yet to be redeemed under the original name will be transferred to the new owner.

In the case of a transfer of a limited service both parties will be counted as having purchased that service and may not be eligible to purchase that service again. Long-Steps Ballroom Dancing reserves the right to alter this term as it sees fit.

5. REFUNDS

General Refunds

Long-Steps Ballroom Dancing will provide a 100% refund of any purchase upon request providing the following criteria are met:

1. the refund request is made within a reasonable timeframe after the purchase date;
2. that no portion of the purchase has been redeemed; and
3. that no portion of the purchase has been used or damaged.

Damaged Goods

Long-Steps Ballroom Dancing will provide a 100% refund on any purchase found to be damaged or otherwise not in operational order providing the following criteria are met:

1. the refund request is made strictly within 7 days of the purchase date;
2. that no portion of the purchase has been redeemed; and
3. that no portion of the purchase has been used or damaged by the purchaser.

6. CONTACT US

Long-Steps Ballroom Dancing

E-mail: dancing@long-steps.com

Website: www.long-steps.com