

Royal Agricultural & Horticultural Society of SA Refund Policy



Products

We strive to provide our customers with products of the highest quality.

We understand, however, that exceptional circumstance may occur. Please review our Policy before you complete your purchase.

With the exception of on line entry fees a complete refund will be provided if the product is considered faulty. Refunds for faulty products will be given up to three months after the delivery date.

Any tickets purchased are non-refundable in the event of non-attendance.

The refund will be issued to the customer in full without any compensations or additional reimbursements.

Entry Fees

Entry fees are payable and are not refundable in the event of the Exhibit being withdrawn, disqualified, merged classes or the competition cancelled unless otherwise specified by the Society. Payment of an entry fee is proof of an Exhibitor's acceptance the RA&HS regulations. Non-payment of entry fees may result in an Exhibitor being excluded from Exhibiting at future Shows, which decision shall be at the discretion of the Society.

Product Return Procedure

1. Requests for refunds must be:
 - a. Made within fourteen (14) days of the purchase date.
 - b. Sent via e-mail to findep@adelaideshowground.com.au
 - c. Contain order reference number along with the detailed and grounded reasons for a refund.
2. Upon sending a refund request, please allow our staff up to 48 hours assesses the request.
3. If a refund is approved, funds will be returned in the same form of currency used for the purchase. Purchases with credit cards will be refunded to the credit card used to purchase the product, and for cheque and money order purchases a cheque will be sent.
4. An Electronic Funds Transfer can be requested in place of a cheque.