



Important information about ordering from the Royal Australian Mint

Phone Orders: 1300 652 020

For the cost of a local call you can place your order with our Contact Centre. The Contact Centre is open 8.30 am – 5.00 pm (AEDST) Monday to Friday excluding public holidays.

Online Ordering: <https://eshop.ramint.gov.au>

Ordering from our website is safe, secure and easy. Our site is available 24 hours a day, seven days a week. Registering online and providing us with your email address means we can keep you informed of coin releases and launch dates.

Terms & Conditions relating to lost packages when using re-direction through MyPost Delivery App.

The Royal Australian Mint will not be liable for any missing customer orders where orders sent via Australia Post, and where a customer then uses the MyPost Delivery App to re-direct their order to another address or to an Australia Post Parcel Locker.

By using the MyPost Delivery App, you indemnify the Mint and all of its officers, employees, contractors and agents against all loss, actions, proceedings, costs and expenses (including legal fees), claims and damages arising. Please see MyPost Terms of Use at <http://auspost.com.au/terms-conditions/mypost-accounts>

Periodic Payment

Periodic payment option is available for orders in excess of **\$500** and some conditions apply:

- The payment option can only be paid by credit card.
- Payment must be made in three (3) equal monthly instalments.
- The first instalment must be 1/3 of the total order value and must accompany the order.
- After the final payment is received, the goods will be dispatched.
- When the first payment is made by credit card, authority for all three payments is deemed to be given and no additional authority will be requested.

Legends vouchers can be used towards 1st payment only.

Two declined payments will result in cancellation of order(s) and refund.

Yes, I would like to arrange periodic payment and authorise the following payment schedule.

1st payment with this order \$ _____

2nd payment, in 30 days \$ _____ Due ____/____/_____

3rd payment, in 60 days \$ _____ Due ____/____/_____

Sign: _____

Privacy information

- The information collected on this form will be used to deliver and process your order as well as help us provide you with information on particular products that you might be interested in. Please check the box if you do not want to receive any further information from the Mint.
- Please review the Mint's privacy statement on www.ramint.gov.au for further information.

I would not like to receive information from the Mint.

International: +61 2 6202 6800

General Conditions

- All cheques and money orders should be in Australian dollars and made payable to the Royal Australian Mint.
- Cheques and money orders will only be accepted with mailed orders. (Aust. only)
- Postage must be included with all coin orders, except for an order in Australia valued at \$350.00 or more in one transaction.
- Unless otherwise stated, Australian domestic orders will be dispatched within 10–14 working days of the order being processed.
- Unless otherwise stated Australian and international orders will be dispatched within 21 working days of the order being processed.
- Orders may be split by the Royal Australian Mint to meet our delivery schedule and stock availability.
- Products are available until sold out.
- Deliveries made within Australia incur the Goods & Services Tax (GST), while deliveries made to destinations outside Australia and its Territories do not incur the GST. Ensure you are paying the correct price for your order.
- Credit card payment will be processed within 48 hours of being received at the Royal Australian Mint.
- Customers ordering both new releases and previous releases of Mint products may receive a separate delivery depending on availability.
- The Royal Australian Mint reserves the right to withdraw this offer at any time.
- ABN: 45 852 104 259

Refund Policy

If you wish to return a product, please do not hesitate to contact us within 7 days of receiving the order: Phone: 1300 652 020 – Email: salesinfo@ramint.gov.au
Refunds will be honoured in line with your rights under the Australian Consumer Law. This includes:

Major Failure – the Royal Australian Mint will replace (where possible) or refund the purchase price of the product if, after examining the product. Note; Packaging is not regarded as a major failure
 Minor Failure – we are entitled to choose between providing you with a repair, replacement or refund if, after examining the product. Please note: that we will not provide you with a refund, repair or replacement of a product that was damaged after you took possession, for reasons not related to the failure.

Change of Mind – if you simply changed your mind the Mint will give you a refund for the purchase price, less any shipping charges.

- A refund will be issued to the customer once the product(s) are returned to the Royal Australian Mint.
- If an order is for more than one product, and any of those products are sold out, a refund to the value of the unavailable products will be processed within 30 days.
- The Mint is not liable for loss of profits or loss of opportunity resulting from returned products that cannot be replaced due to lack of stock.
- The Royal Australian Mint reserves the right to withdraw this offer at any time.

For full terms and conditions on Warranty and Returned Goods Policy please visit the Royal Australian Mint Website – <https://www.ramint.gov.au/warranty-and-returned-goods-policy>

