

Conditions of Use

Access to and use of the Royal Australian Mint's eShop is provided subject to the following terms and conditions. The Royal Australian Mint reserves the right to make changes to these conditions at any time, and it is your responsibility to ensure that you're up to date with their content.

Terms & Conditions

ABN

The Royal Australian Mint's Australian Business Number (ABN) is 45852104259

1. Australian Goods & Services Tax

1.1 All orders for delivery within Australia are subject to the Australian Goods and Services Tax (GST). All Australian prices are GST inclusive. All international order deliveries do not incur GST.

1.2 International deliveries may be subject to import taxes and other fees, such charges are the responsibility of customer.

2. Currency & Conversions

Mint eShop transactions are carried out in Australian Dollars (AUD\$) and processed through an international banking system. International orders are charged in Australian dollars at the exchange rate of the day. Your final bill will be determined by the exchange rate applied by your payment services provider at the time the charge is recorded, plus any fees applied by your payment services provider.

3. Coin Images

At times, coin images that appear on this website may be a rendered representation of the actual coins.

4. Dispatch

Delivery is not guaranteed and no liability for loss or damage is accepted due to delayed or lost deliveries. Customers ordering both new and previous releases of Mint products may receive a separate delivery depending on availability. In cases where this occurs, the Mint will cover any additional postage and handling charges. Please allow approximately 10-14 business days for Australian orders and 21 business days for

international orders to be delivered after the date of dispatch. Products that are available to order but have not been released yet will be sent approximately 10 business days after the product release date.

5. Purchasing limits

The Royal Australian Mint sets strict purchase limits to assist with the fair distribution of products to collectors.

Where the Mint has reasonable grounds to believe a customer has not complied with set purchase limits, the Mint may cancel your order/s in whole or in part and refund any money paid in respect of your cancelled order/s. Please allow up to 14 days for the refund to be processed.

6. Customer accounts

Customer accounts are limited to one per customer.

Where the Royal Australian Mint has reasonable grounds to believe a customer has more than one account in breach of this limit, the Mint will deactivate the duplicate account/s, cancel orders placed using the duplicate account/s and refund any money paid in respect to those cancelled order/s. Please allow up to 14 days for the refund to be processed.

7. Cancelled orders

The Royal Australian Mint is not liable for, and will not enter into discussion regarding, any risk or loss incurred by the customer as a result of or arising from the cancellation of orders by the Royal Australian Mint due to the customer breaching any of the Royal Australian Mint's eShop Conditions of Use.

8. 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 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.

9. Delivery Costs

The Royal Australian Mint charges flat delivery rates both domestically and internationally, as per the below list.

Within Australia: A flat rate of \$10.00 for all domestic deliveries. You will be able to track your order from the Royal Australian Mint to your delivery address. Auspost eParcel allows a faster and fully trackable delivery service on all orders.

Free Shipping: On all orders \$350.00 and over made in one transaction for delivery within Australia only.

International shipping: AUD \$35.00

Investment Coins: incur a flat rate of \$10.00 per order.

10. *Order Notification*

A Sales Acknowledgement, which confirms your order will be sent to you. Once your order has been dispatched from the Royal Australian Mint a tracking number will be sent to you via email from Auspost followed by a Tax Invoice.

11. *Payment of Order*

For payment options, we accept Mastercard, Visa, American Express and PayPal.

12. *Product Prices*

Prices of products, services, delivery and other charges displayed on this website are current at the time of issue, but may change at any time and are subject to availability.

13. *Warranty & Returned Goods Policy*

Our [Warranty and Returned Goods Policy](#) is situated on our corporate website in the 'About the Mint' section under 'Policies & Guidelines'.

14. *eNewsletter Subscription Terms & Conditions*

When subscribing to the Mint Newsletter you are agreeing to receive correspondence from the Royal Australian Mint. By ticking the 'I have read the above Terms & Conditions' checkbox, you are agreeing that the Royal Australian Mint collects your personal information for the purposes of communicating to you about our products, services and partners. Personal information is not disclosed to anyone outside the company without prior

consent. To unsubscribe from our mailing list you are free at any time to click the 'unsubscribe link' which will appear on all email correspondence.

15. *Unauthorised drop shipping*

In recent times, a number of third-party groups have been participating in unauthorised drop shipping, meaning that groups are on-selling Royal Australian Mint products without stocking the items. This has resulted in confusion and misleading practices for our valued customers. Any orders suspected of drop-shipping will be terminated immediately and the purchase price refunded.

Please note, this practice is not authorised by the Royal Australian Mint and we will be unable to return or exchange products purchased via a third-party company undertaking drop shipping.

Royal Australian Mint products can be purchased directly via our retail channels or sourced from an Authorised Coin Distributor. We list our Authorised Coin Distributors [here](#)