



Australian Government
Royal Australian Mint

Warranty & Returned Goods Policy

Australian Consumer Law – Your Rights

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law.

You are entitled to:

- A replacement or refund for a major failure.
- Compensation for any other reasonably foreseeable loss or damage.
- A repair or replacement if the goods fail to be of acceptable quality and the failure does not amount to a major failure

The rights provided under this policy are in addition to your rights under the Australian Consumer Law.

Subject to non-excludable rights under Australian Consumer Law and other laws, the Royal Australian Mint (Mint) expressly excludes any liability for consequential loss, incidental or indirect damages (including but not limited to damages for loss of business profits, business interruption and loss of opportunity) due to a defect of the product or resulting from returned products that cannot be replaced due to lack of stock.

Proof of Purchase

In order for us to assess your claim, you must provide reasonable proof of purchase. If we cannot be satisfied that you have purchased the product from us, we are entitled to decline your claim.

How to Make a Claim

Please contact us within 7 days of receiving the order:

Phone: 1300 652 020

Email: hello@ramint.gov.au

Product Assessment

Once proof of purchase is established, we will assess the product to determine:

- Whether the issue amounts to a major failure or minor failure.
- The appropriate remedy in accordance with the Australian Consumer Law.

Major Failure

The Mint will replace (where possible) or refund the purchase price of the product if:

- A major failure as defined by the Australian Consumer Law occurs where the product:
 - › is unsafe
 - › is very different from the description or sample
 - › has either one serious problem or several smaller problems that would stop someone buying the product if they knew about them beforehand
 - › can't be used for its normal purpose, or another purpose the consumer told the seller about before they bought it, and can't easily be fixed within a reasonable time.
- The product was returned to the Mint within a reasonable time; and
- You have provided us with proof of purchase; and
- You have taken reasonable care of the product and have not used it in a way that was not meant to be used.

Issues related to product packaging are not regarded as major failures.

Postage costs incurred for returning the product within Australia for assessment will be covered by the Mint. Please contact us prior to returning the product by mail as we may be able to arrange prepayment of postage with Australia Post.

Please note that we will not refund the purchase price of a product that was damaged after you took possession, for reasons not related to the failure.

Minor Failure

The Mint may choose to repair the product, replace it, or offer a refund if:

- The product experienced a minor failure; and
- The product was returned to the Mint within a reasonable time; and
- You have provided us with proof of purchase; and
- You have taken reasonable care of the product and have not used it in a way that was not meant to be used.

Please note that we will not repair, replace or refund a product that was damaged after you took possession, for reasons not related to the failure.

Change of Mind

The Mint may, at its discretion, provide a refund for the purchase price of a product, less any shipping charges, if:

- You submit a change-of-mind request; and
- The request is approved by the Mint; and
- You provide clear proof of purchase (including purchase date); and
- The product and packaging are returned in its original condition; and
- You return any free gifts or limited-edition coins associated with the returned product; and

Exclusions apply to:

- Products released and purchased via ballot (EQL releases)
- Custom-made products
- Watches or jewellery with separate manufacturer warranties
- Products purchased by known resellers
- Bulk purchases of 25 units or more of any product
- Investment products

Any cost incurred in returning a product due to change of mind will be borne by the customer.