



Warranty & Returned Goods Policy

If, for any reason, you are not completely satisfied with our product, please contact the Royal Australian Mint within seven (7) business days of receiving your order.

The benefits given to you by our Returns Policy either reflect our obligations to you under the Australian Consumer Law or are otherwise in addition to those rights, because your satisfaction is important to us.

This Returns Policy applies only to purchasers who are considered 'consumers' within the meaning of the Australian Consumer Law.

Proof of Purchase

In order for us to assess whether you have made a valid claim under this returns policy, you must provide the Royal Australian Mint ("the Mint") with reasonable proof of purchase (including the date of purchase) of product from the Mint. If we cannot be satisfied that you have purchased the product from us then, under the law, we are entitled to elect whether or not to accept the product for return.

How long do I have?

If you wish to return a product, please contact us within 7 days of receiving the order by phone: 1300 652 020 or Email: hello@ramint.gov.au.

Refunds will be honoured in line with your rights under the Australian Consumer Law.

Product Assessment

Once proof of purchase has been established, we will need to assess the product to determine the nature of the problem and how we can help you. The available remedy will depend on whether the fault amounts to a major or minor failure.

Major Failure

The Royal Australian Mint will replace (where possible) or refund the purchase price of the product if, after examining the product.

- The product experienced a major failure (as defined by Australian Consumer Law), 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 it was not meant to be used

- The product is not covered by a separate, and possibly limited, manufacturer's warranty, for example watches or jewelry.

Note; Packaging is not regarded as a major failure

Postage costs incurred by you in returning the product from an Australian address to the Mint will be paid by the Mint. Please telephone 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

We are entitled to choose between providing you with a repair, replacement or refund if, after examining the product, we conclude that:

- 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 it was not meant to be used
- The product is not covered by a separate, and possibly limited, manufacturer's warranty, for example watches or jewelry.

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

The Mint may agree, at its sole discretion, to provide a refund for the purchase price, less any shipping charges, subject to:

- You submit a request with the reason for the change of mind; and
- The request being approved by the Mint; and
- You provide clear proof of purchase (including purchase date); and
- The product and packaging is returned in its original condition; and
- You return any free gifts or limited edition coins linked with the returned product
- The product is not on the exclusion List - please see below

Change of Mind Product Exclusion List:

- Products released through an EQL ballot, regardless of the sales channel of the purchase, if a product has been released via ballot
- Custom made products
- Watches
- Consumers who have multiple customer accounts with the same delivery address and purchase above any set limits
- Customers who are known to the Mint to be an on-seller or found to be selling through eBay
- Customers who purchase over 25 units of any one product

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- Any purchase of an Investment Product

Any cost incurred by you in returning a Change of Mind product to the Mint will be borne by the customer.