



Australian Government

Royal Australian Mint

# Terms and Conditions of Use

Website and Purchasing

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As at June 2023

# Terms and Conditions of Use

Please read these Terms and Conditions of Use carefully before you start to use this website. By using the Royal Australian Mint website, you indicate that you accept these Terms of Use and that you accept and agree to abide by them. If you do not agree to the Terms of Use, please immediately cease all use of this site.

We do not guarantee that our site, products or any content on it will always be available or be uninterrupted. Access to our site is permitted on a temporary basis, and we reserve the right to withdraw, discontinue or change all or any part of the site without notice. We will not be liable to you if for any reason our site is unavailable at any time or for any period.

You are responsible for making all the necessary arrangements for you to have access to our site.

We may revise these Terms at any time by amending this page. Please check this page from time to time to take notice of any changes we made, as they are binding on you.

## Conditions of Use

Access to and use of the Royal Australian Mint's eShop **and/or telephone sales service (as applicable)** 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 are up to date with their content.

## Ground rules

### Eligibility:

You are only eligible to use the Platform if you are of legal age in your country/region or if you have consent from your parent or guardian. There may be certain age restrictions for specific Platform services in various countries or regions.

## Rules for Registration

When you register for an account with us, the following rules apply:

- Provide accurate and current registration information.
- Keep your registration personal.
- Do not register more than one account.

## Terms & Conditions

### ABN

The Royal Australian Mint's Australian Business Number (ABN) is 45 852 104 259

#### 1. Australian Goods and 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 the customer.

#### 2. Currency and conversions

The Royal Australian Mint (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 billing amount 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. Notice of delayed shipping will be communicated through our site and expected delivery period will be updated.

#### 5. Purchasing limits

The Mint may set 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 an order/s in whole or in part. This may include circumstances where multiple orders are placed for the same product for the same billing or shipping address.

#### 6. Customer accounts

Customer accounts are limited to one per customer.

Where the 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.

## **7. Cancelled orders**

The Mint is not liable for, and will not enter into any discussion regarding, any risk or loss incurred by the customer as a result of or arising from the cancellation of orders by the Mint for any reason, including as a result of a customer breaching these Conditions of Use.

Should the Mint cancel an order in whole or in part, it will refund any money paid in respect of the cancelled order. Please allow up to 14 business days for the refund to be processed.

## **8. Our right to reject your order or cancel your account**

Fulfilment of all orders is subject to availability. In addition to any other terms and conditions in these Conditions of Use, the Mint reserves the right, for any reason:

- to refuse to accept an order or to supply any customer; and
- to limit the maximum quantities of individual products that may be purchased by a customer (in single or in the sum of total orders).

We also reserve the right to cancel an order or account without notice to you in the following situations:

- the product is not available/in stock;
- your billing information is not correct or not verifiable;
- your shipping address has been flagged as abusive, multiple orders going to the same address, or redirected;
- your order is flagged by our security systems as an unusual order or an order susceptible to fraud; or
- there was an error in the price displayed on the Platform.

### **DATA CHECK**

- When you send us your order, we may run some checks on it before it is fulfilled. These checks may include verifying your address and checking for fraud. We run checks on all purchases to filter out unusual or suspect transactions, or transactions which can be identified as susceptible to fraud. Suspected fraud will be investigated.

## **9. Terms and Conditions relating to lost packages when using re-direction through MyPost Delivery App**

Once an order is dispatched by the Mint, you must not request that Australia Post redirect the order to a different delivery address to the one provided to the Mint at the time of placing the order.

The Mint will not be liable for any lost or damaged orders in the event that you use the MyPost Delivery App (or similar Australia Post service) to re-direct an order to another address/Australia Post Parcel Locker or if the customer elects to 'safe drop' their parcel. By using the MyPost Delivery App (or similar Australia Post service), 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 the Australia Post [MyPost](#) Terms of Use.

## 10. Delivery

The Mint charges flat delivery rates both domestically and internationally, as per the list [here](#).

An Australia Post Parcel Locker address must not be used as a delivery address.

## 11. Orders

The Mint is unable to make changes or add to your order once it has been placed, as it will be processed and sent to our Dispatch Team within minutes of it being submitted. Please be sure you have checked your order before proceeding to the checkout. If you find that you have made a mistake or wish to cancel the order, please contact the Royal Australian Mint via email [hello@ramint.gov.au](mailto:hello@ramint.gov.au) or call us during business hours (Monday–Friday 8.30am to 5.00pm AEST) on 1300 652 020.

Upon placing an order, a Sales Acknowledgement notice confirming the order will be emailed to you. The date of shipment will be determined by the volume of orders received, product availability and other factors. Once your order has been dispatched from the Mint, a tracking number should be sent to you via email from Australia Post followed by a Tax Invoice from the Mint.

## 12. Payment of order

The Mint accepts Mastercard, Visa, American Express and PayPal as forms of payment for your order. Your form of payment will be charged upon placing your order.

By placing an order and/or making a payment through the Mint channels, you warrant that:

- you are legally capable of using that payment method;
- all the information provided to us for the purpose of processing payments is correct; and
- you are authorised to utilise the proffered payment method.

You acknowledge that we will be entitled to verify the authenticity and sufficiency of the payment information you provide.

The Mint reserves the right to cancel your order at any stage, in the event that we are unable to verify the information you provide, or the payment method that you have selected.

## 13. 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.

## 14. Product availability

Unless stated otherwise, the Mint's intention is for all products listed as available for purchase through the eShop are available at the time of ordering. The availability of products may change from time to time, without notice to you.

Products that are unavailable for a period of time may become purchasable again if stock becomes available.

## 15. Warranty & Returned Goods Policy

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

## 16. eNewsletter subscription Terms & Conditions

When subscribing to the Mint Newsletter you are agreeing to receive correspondence from the Mint. By ticking the 'I have read the above Terms & Conditions' checkbox, you are agreeing that the 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 or by emailing [hello@ramint.gov.au](mailto:hello@ramint.gov.au).

Third party on-selling of Mint products without stocking the items (also known as 'drop shipping') is not permitted without the Mint's prior authorisation. Any orders suspected of being a result of unauthorised drop-shipping may be cancelled and the purchase price refunded.

Please note, unauthorised drop-shipping is not authorised by the Mint and the Mint will not provide a return or exchange for products purchased via a third-party company undertaking drop shipping.

Mint products can be purchased directly via our retail channels or sourced from an Authorised Coin Distributor. A list of the Mint's Authorised Coin Distributors is available on our [website](#).

Terms and Conditions for purchase of Investment Products [here](#)