



Refunds & Returns Policy

Our goods come with the statutory guarantees imposed by the Australian Consumer Law. Below is some information about the rights that the statutory guarantees provide.

1. When can you obtain a refund or replacement under the statutory guarantees?
 - a) We are not required to provide a refund or replacement if you change your mind.
 - b) If the product doesn't comply with one of the consumer guarantees in the Australian Consumer Law, you are entitled to have the product repaired or receive a refund or replacement, depending on whether there is a major or non-major problem.
 - c) The statutory guarantees include guarantees that the product:
 - is of acceptable quality;
 - is fit for any disclosed purpose; and
 - matches its description or sample.
 - d) You can choose a refund or exchange if a product has a major problem. This is when it:
 - has a problem that would have stopped someone from buying the product if they had known about it;
 - is unsafe;
 - is significantly different from the description or a sample; or
 - doesn't do what we said it would, or what you asked for, and can't be easily fixed.
 - e) Alternatively, you can choose to keep the item and we will compensate you for any drop in value.
 - f) For a non-major fault, we can repair the product in a reasonable time instead of offering a refund or replacement.
 - g) Please keep your proof of purchase – e.g. your order confirmation/receipt.

This information doesn't limit the scope of your rights or our obligations under the Australian Consumer Law. More information about the Australian Consumer Law is available on the Australian Competition and Consumer Commission website: <http://www.accc.gov.au>.

If you have any questions or concerns, please feel free to contact our friendly customer service team by emailing rachel@bourkestreetvintage.com.au.