

REFUND & EXCHANGE POLICY

Returns

Under Australian Consumer Law, Vinnies NSW will accept product return or exchange where:

- The product is returned within 30 days of purchase.
- The product is faulty; or
- The product is not fit for its intended purpose; and
- The product has original pricing tag or label attached; and
- You have your Vinnie's register receipt or proof of purchase (see below).

Proof of Purchase

Returns, refunds and exchanges with no register receipt must be accompanied by one of the following proof of purchase documents:

- Bank or credit card statement; or
- Transaction history from a digital device such as iPhone wallet.

Vinnie's reserves the right to assess the condition of returned goods prior to providing an exchange or refund. This may result in an exchange or refund being refused.

Goods on which a change of mind return is not available.

Vinnies will not accept the return of items from the following categories:

- Opened cosmetics or beauty products.
- Underwear and Socks
- Gift Cards

Gift Cards

Returns will be accepted for goods purchased via a Gift Card that meet the above change of mind or faulty item criteria.

Gift Card purchases are available for instore exchange only.

For Gift Card Terms and Conditions visit

<https://www.vinnies.org.au/nsw/vinnies-shops/vinnies-gift-cards>

We want you to be happy with your purchase, but we understand there may be times when you wish to return an item, we will always do our best to make your shopping experience a good one.