

RETURNS AND REFUND POLICY 2026



Royal Historical Society of Victoria

General

Thank you for making a purchase with the the Royal Historical Society of Victoria. We want you to be happy with your purchase. We offer refunds and replacements in accordance with the Australian Consumer Law (ACL). Any benefits set out in this policy apply in addition to your rights under the ACL. Before making a purchase, please read this policy so you understand your rights and what you can expect from us if you are not satisfied with your order.

Your Consumer Rights

Under the Australian Consumer Law, you are entitled to a remedy if a product has a major problem. A major problem is when the item:

- Has a problem that would have stopped someone from buying it if they had known
- Is unsafe
- Is significantly different from a sample or description
- Doesn't do what it was advertised to do and can't be easily fixed
- Is faulty, damaged, or defective
- Is not fit for its intended purpose

You can choose a refund or replacement for a major problem. These rights cannot be excluded and apply in addition to any other rights you may have under this policy.

In-Store Purchases

Change of Mind Returns

While Australian Consumer Law does not require refunds for change of mind, as a community-focused bookshop, we will consider each request on a case-by-case basis:

- Books in new, resaleable condition may be exchanged or refunded within 14 days of purchase with proof of purchase
- Books must be unmarked, undamaged, and with original packaging or dust jackets intact
- The product must not be damaged and you must have kept the receipt
- We reserve the right to refuse returns on items that show signs of reading or wear
- Return postage is at your expense for change of mind returns

Faulty or Damaged Books

If your book is faulty, damaged, or doesn't match its description:

- Return it to our store with your proof of purchase
- We will offer you a refund, replacement, or exchange (your choice for major faults)

No time limit applies to returns for faulty goods, though we encourage returns within a reasonable timeframe.

Online Purchases

Change of Mind Returns

For online purchases, we offer:

- 30 days from the delivery date to return books in new, resaleable condition
- A full refund to your original payment method once we receive and inspect the item
- Books must be unmarked, undamaged, and with original packaging intact
- Return postage costs are the responsibility of the customer for change of mind returns

To arrange a return, email us at office@historyvictoria.org.au with your order number and reason for return.

Products Damaged During Delivery

If you receive a faulty, damaged, or incorrect book:

- Contact us as soon as possible, and within 14 days of delivery at office@historyvictoria.org.au
- We will arrange return postage at our expense
- We will provide a full refund including original postage costs, or send a replacement

Any damage claims made after the 14-day period may not be accepted unless required by Australian Consumer Law.

Missing or Lost Parcels

If your order doesn't arrive:

- Contact us at office@historyvictoria.org.au and we will investigate with Australia Post
- Once confirmed as lost, we will send a replacement or provide a full refund

Items Excluded from Returns

The following items cannot be returned or exchanged unless faulty:

- Books sold as clearance, damaged stock, or "as is"
- Books that have been written in, highlighted, or show signs of use
- Special orders (unless faulty or not as described)

Event Tickets and Digital Products

- Refunds will be issued automatically if an event is cancelled.
- If an event attendee believes the event was significantly not as described (for example, a major advertised speaker did not appear without notice), they may contact office@historyvictoria.org.au within 7 days of the event for review.
- Digital products (such as downloadable publications or recordings) are non-refundable once accessed or downloaded, unless faulty or not as described.

Timeframes for event cancellations

These discretionary timeframes apply to change-of-mind cancellations.

- More than 14 days out from an event: Full refund
- 7-14 days out from an event: 50% refund
- Fewer than 7 days from an event: No refund

How to Return Products

In-Store

- Bring the item and proof of purchase to our shop at 289 A'Beckett Street, Melbourne, 3000 during business hours.

Online Purchases

- Email office@historyvictoria.org.au with your order number and reason for return
- We will provide return instructions and, if applicable, a return address
- Pack items securely in original or similar protective packaging
- Send via a tracked postal service (we recommend keeping proof of postage)

Proof of Purchase

To be eligible for a refund or replacement, you must provide proof of purchase. Acceptable proof of purchase includes:

- Original receipt
- Order confirmation email
- Bank statement showing the transaction
- Digital invoice from our system

Each document must clearly show the purchase date, amount, and item description. You may be required to provide government-issued identification to qualify for a refund or replacement.

Response and Refund Processing Time

We aim to process any requests for repairs, replacements, or refunds within 14 days of receipt.

We will notify customers of the status of their request within 7 business days and provide regular updates until the matter is resolved.

- In-store refunds: Processed immediately to original payment method
- Online refunds: Processed within 5-7 business days of receiving the returned item
- Bank processing times may add an additional 3-5 business days.

Contact Us

Royal Historical Society of Victoria

239 A'Beckett Street, Melbourne VIC 3000

Office Hours: Monday to Friday 10.00am to 5pm (AEST)

Email: office@historyvictoria.org.au

Website: www.historyvictoria.org.au

Summary

This document outlines the RHSV's Returns and Refunds Policy for 2026, in accordance with Australian Consumer Law. It details the rights of consumers, the conditions for returns (both in-store and online), and exceptions to the policy. For any queries or assistance, please contact the Royal Historical Society of Victoria directly.