

Change of Mind Policy

Memory Lane reserves the right to not offer a refund or replacement if a customer simply changes their mind.

Under Australian Consumer Law, the customer is entitled to seek a remedy if the product does not meet the consumer guarantees. If a consumer identifies a problem with a product, that means it does not meet a consumer guarantee, the store or seller may have to provide a 'solution' such as:

- Repair
- Replacement
- Refund

The type of solution a customer is entitled to depends on the nature of the problem. Please head to the Consumer Affairs Website, <https://www.consumer.vic.gov.au/products-and-services/refunds-repairs-and-returns/guarantees-that-apply-automatically>, for more detailed information.

Consumer guarantees do not apply if a business buys goods to resell or transform into a product to sell. As per the Australian Consumer Law, "Consumers do not have a right to return a product if they:

- Changed their mind and no longer want the product
- Ordered the wrong product
- Found the product cheaper elsewhere
- Found a better product elsewhere
- Were aware of the relevant fault before buying the product – for example, if the fault was written on the product's tag or for online purchases, indicated in any photos or descriptions of the item online
- Damaged the product by misusing it
- Used the product for a long time and the problem is a result of usual wear and tear,"

Memory Lane will in certain circumstances consider change of mind returns back for a store credit. Change of mind credits are only accepted in the following circumstances:

- The goods must be returned within 14 days of purchase
- The goods are returned in "as new" condition and in the original packaging (goods will not be accepted for return if previously fitted, have missing screws or unsaleable for any reason)
- Proof of purchase is provided with all returned goods

Please note that a 20% restocking fee applies to all change of mind credits.

Special Order Items – Change of Mind

Unfortunately, special order items are non-returnable for change of mind. Special order items can include:

- Custom punching of handle plates to fit locks
- Goods sourced for your needs that are not usually stocked by Memory Lane
- House Lots i.e., orders of more than 5 items
- Custom Made / Ordered in Lighting

Faulty Stock

Our supplier's goods come with guarantees that cannot be excluded under Australian Consumer Law. You are entitled to a replacement or refund for a "major failure". You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a 'major failure'.

Faulty goods returned must have proof of purchase and will be referred to our supplier for assessment and appropriate action under their warranty conditions.