

## Refund Policy

For the purposes of these terms and conditions, any reference to:

1. **“Goods”** means any item or items of merchandise branded with The Coffee Club logo and or other trade mark sold within a The Coffee Club restaurant, café, kiosk, or drive-thru or through the Website which is not a ready to consume beverage or food item;
2. **“The Coffee Club”** means Minor DKL Food Group Pty Ltd ACN 127 640 733, together with its associated entities, subsidiaries and related bodies corporate, as those terms are defined within the *Corporations Act 2001* (Cth), and each and all of those entities’ franchisees, directors, officers and employees;
3. **“Website”** means [www.thecoffeeclub.com.au](http://www.thecoffeeclub.com.au), as it appears from time to time;
4. **“we” or “our”** means The Coffee Club; and
5. **“you or “your”** means a person, company, group and/or entity accessing and using the Website.

Pursuant to the *Competition and Consumer Act 2010* (Cth), we will provide a refund or exchange for any Goods which are delivered to you in a faulty or damaged condition, or which do not match the description of the Goods from your order.

In order to request a refund and/or exchange, please contact our Voice of Customer team on 1800 975 005, or [feedback@coffeeclub.com.au](mailto:feedback@coffeeclub.com.au), within 5 days of receiving your order (or otherwise, as reasonable in the circumstances).

Otherwise, we do not accept returns on perishable goods (including without limitation any coffee products). There are no refunds or exchanges on any Goods if you simply change your mind.

Once submitted, orders for Goods are not able to be cancelled or changed. You acknowledge and agree that before placing any orders for Goods, you have reviewed your contact information and order details, and are solely responsible for any errors in placing your order.