

Returns Policy – Vicinity Centres

We hope you love your purchase. However, if you would like to refund, exchange or return a purchase you made with us, we may be able to help.

This Returns Policy applies in addition to your rights under Australian Consumer Law.

1. No Change of Mind – Returns and Exchanges

Unfortunately, we cannot offer a refund or exchange if you change your mind after purchasing an item from us.

2. Faulty Products – Refunds and Replacements

Our products come with guarantees under the Australian Consumer Law, including that our products:

1. are of acceptable quality;
2. are fit for any purposes we specify;
3. match any description we provide for them; and
4. match any sample we provide for them.

If a product you purchase from us fails to comply with a guarantee in a major way, you can recover compensation for any reduction in value or choose to have us replace or refund the product. Where the product's failure to comply does not amount to a major failure, we will replace the product or provide you with a refund.

3. Refunds and Replacements

Refunds will be processed using the original payment method, including the same card or digital platform (such as mobile payment, smartwatch payment, etc.) used for the initial purchase. If the original payment method cannot be verified due to a different platform being presented at the time of the refund or if the card has been replaced, Vicinity Centres reserves the right to determine the refund method.

We may ask you to provide information relevant to your return. Without this information, we may not be able to process your return.

If a product is being returned because it is faulty, we will need to be satisfied that the product is faulty, and that the fault was not caused by you. We reserve the right to have the returned goods assessed within a reasonable time frame by the manufacturer to determine this.

4. Online Refunds

Products purchased from our online store can be returned at Chadstone Shopping Centre, but must be accompanied with a proof of purchase in accordance with this policy.

5. Proof of Purchase

For returns and refunds in accordance with this policy, please provide one of the following proof of purchase documents:

1. the Vicinity Centres receipt, or a clear photo of the entire receipt including the barcode;
or
2. an online tax invoice.

6. Gift Cards

If products were purchased with a gift card and meet the criteria under this policy for returns or are faulty or otherwise do not comply with the Australian Consumer Law, Vicinity Centres reserves the right to determine the refund method.