

Refunds & Returns Policy

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This policy explains your rights if something is wrong with an order, and how to make a claim. Maddison Avenue Leather is a business name of Dino Biasuzzo, ABN 23 951 720 169. Not registered for GST.

Your consumer guarantees

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. 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.

Nothing in this policy limits those rights. If this policy ever conflicts with the Australian Consumer Law, the law wins.

If your item is faulty or not as described

Under the Australian Consumer Law, a product has a major failure if, for example, it is unsafe, it is significantly different from the description or sample, it is substantially unfit for its normal purpose and cannot easily be fixed in a reasonable time, or you would not have bought it had you known about the problem.

- Major failure: you can choose a refund, or a replacement of the same kind of item, or compensation for the drop in value.
- Minor problem: we will repair the item or replace it within a reasonable time. If we cannot, you can choose a refund.

- We pay the reasonable cost of returning a faulty item or one that is not as described.

How to make a claim

1. Email us first at dino.biasuzzo@maddisonavenue.com.au. Please do not post anything back before we have replied, because we will tell you where to send it.
2. Tell us your name, the email address you used to order, and the item concerned.
3. Attach clear photos of the problem. We may ask for more information to assess it.
4. Proof of purchase: your order confirmation or receipt email is ideal, but a card or bank statement, or the order details we can find under your name, is also fine. You do not need the original receipt.

There is no fixed cut-off for faulty goods: a reasonable time depends on the item and the problem. The sooner you contact us, the easier it is to sort out.

Change of mind

Every piece is made to order, with the leather, thread and any personalisation you chose. We therefore do not accept returns or give refunds for change of mind, including choosing the wrong colour or size. This does not affect your rights above.

Made-to-order and personalised items

- Please check your selections and any engraving text carefully before you pay. We make what you ordered.
- Leather is a natural material. Grain, small marks and slight differences in shade are normal and are not faults. Colours can also look different on different screens.
- If we make an error, or the item is faulty or not as described, you are covered by your consumer guarantees above, including for made-to-order items.

Lost or damaged in transit

If your parcel does not arrive, or arrives damaged, email us with your order details and, for damage, photos of the item and packaging. We will repair, replace or refund

as appropriate.

How refunds are paid

Refunds go back to the original payment method through our payment provider, Stripe. Once we have issued a refund, your bank or card provider usually takes about 5 to 10 business days to show it. If you are entitled to a refund for a major failure, we refund the price of the item and the postage you paid for it.

Cancelling an order

Because items are made to order, we start work soon after you order. If you want to cancel, email us as soon as possible. If we have not started making your item we will cancel and refund it. If we have started, we may not be able to cancel, apart from where the law requires otherwise.

Contact and complaints

Email dino.biasuzzo@maddisonavenue.com.au. If we cannot resolve a problem, you can contact Consumer Affairs Victoria (consumer.vic.gov.au) or the Australian Competition and Consumer Commission (accc.gov.au).

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