

## MINISO AU RETURN POLICY

Our return policy is in addition to your rights under Australian Consumer Law. The following is an outline of our company policy for your convenience.

You may return goods to any Miniso store across Australia. If you are returning more than 10 items at the same time, please return to the MINISO store where the items were purchased. If the original purchase was a discounted item, no refund or exchange unless malfunction is found on the item.

### Please be aware that following items are not returnable

- Cosmetics
- Skin Care Products
- Fragrances
- Shavers
- Electric toothbrushes
- Hairbrushes
- Food
- Batteries
- Pens
- Beauty masks (beauty products)
- Underwear
- Swimming wear
- Bra (including shaping wear, sports bra)

### Within 14 calendar days of original purchase

We offer exchange or in-store credit toward immediate new purchases if you are not satisfied with your purchase. Please return with the original receipt and ensure the following conditions are met:

- Item is in its original packaging and in resalable condition;
- Original tags and /or labels are still attached;
- Item is unworn or unused;

### Malfunctions

We offer refund, exchange, or in-store credit toward immediate new purchases with original receipt within 28 calendar days of purchase for malfunctions.

Additionally, we offer exchange or in-store credit toward immediate new purchases with original receipt on small electronics and electronic accessories within 1 year of purchase.

You may not be eligible for a refund or exchange if you were not using / operating the item according to its instructions and the item has been damaged due to incorrect usage.

Thankyou for shopping with us at Miniso Australia where it's always about the customer.



**For more online service,  
please scan the QR code.**