



Aussie Kohi

Terms and Conditions

Disclaimer

This document has been prepared for educational purposes only. It forms part of a TAFE student assignment and describes a fictitious business that does not trade, take payment or ship goods.

No order placed through this website will be fulfilled, and no payment will be processed, because the store exists only as a demonstration.

Nothing in this document is legal advice, and no reliance should be placed on it for any real commercial, legal or regulatory purpose. Any resemblance to a real business, person or transaction is unintended.

Document	Terms and Conditions
Organisation	Aussie Kohi (aussiekohi.coffee)
Version	1.0
Effective date	3 September 2026
Review cycle	Annually, or sooner if the website or the law changes.
Owner	Website Owner, Aussie Kohi

These terms and conditions set out the basis on which visitors may use the Aussie Kohi website and, in the scenario described by this assignment, purchase products from it. They should be read together with the Privacy Policy and the Security Policy.

1. About these terms

This website is operated under the trading name Aussie Kohi, a coffee retailer and educational resource based in Perth, Western Australia. References to we, us and our are references to Aussie Kohi, and references to you and your are references to the person accessing the website.

These terms apply to the whole of the website, including the coffee culture pages, the learning guides, the blog, the contact form, the shop and the cart.

2. Acceptance of these terms

By accessing, browsing or placing an order through this website, you accept these terms in full. Where you do not accept these terms, you should stop using the website.

Where you submit the contact form, you are asked to tick a box confirming your agreement to these terms, and that tick is treated as acceptance.

3. Eligibility

You must be at least eighteen years of age and legally capable of entering into a binding contract to place an order. Where you are under eighteen, you may browse the website only with the involvement of a parent or guardian.

4. Products and product information

We sell roasted coffee beans, cups and mugs, and brewing tools and accessories. Product images, weights, roast descriptions and tasting notes are provided as a guide, and natural variation in an agricultural product means the delivered goods may differ slightly in appearance or flavour from the description.

We make reasonable efforts to keep listings accurate, but we do not warrant that every description, price or availability statement is free of error. Where an error is identified, the following applies:

- We may correct the listing at any time before the order is accepted.
- We may decline or cancel an affected order and refund any amount already paid.
- We will contact you where a correction materially changes an order you have already placed.

5. Prices, currency and taxes

All prices are shown in Australian dollars and include goods and services tax unless stated otherwise. Shipping is quoted separately in the cart and is added to the order total before checkout.

Prices may change without notice, although a change will not affect an order that has already been accepted.

6. Orders and formation of the contract

An order placed through the cart is an offer to purchase, and no contract is formed until we send an order confirmation. We may decline an order for reasons including stock availability, a suspected fraudulent transaction, a pricing error, or an address we cannot ship to.

7. Payment

Payment is taken at checkout through a third party payment provider, and the accepted methods are those displayed in the cart, which include major credit cards, Apple Pay and PayPal. We do not receive or store your full card number, and the handling of card data is governed by the terms of the payment provider.

Where a payment is declined or reversed, we may suspend or cancel the order.

8. Shipping and delivery

Orders are shipped within Australia using a third party carrier, and the flat shipping rate shown in the cart applies unless a different rate is quoted for your order. Delivery estimates are indicative only, and we are not responsible for delays caused by the carrier, by weather, or by an incorrect address supplied at checkout.

Risk in the goods passes to you on delivery to the address you nominate.

9. Returns, refunds and consumer guarantees

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law, and you are entitled to a replacement or refund for a major failure, and to compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced where they fail to be of acceptable quality and the failure does not amount to a major failure.

Outside those statutory rights, the following applies to returns:

- Unopened goods in original condition may be returned within thirty days of delivery.
- Opened coffee beans cannot be returned for change of mind, because they are a perishable food product.
- Damaged or incorrect goods should be reported within seven days of delivery, with photographs where possible.
- Return postage for a change of mind is paid by the customer, and return postage for a faulty or incorrect item is paid by us.

10. Educational content

The coffee culture pages, brewing guides, bean guides and blog articles are general information only. They are not professional, dietary or health advice, and they do not take account of your individual circumstances.

Brewing involves hot water, hot surfaces, pressurised equipment and electrical appliances, so you should follow the manufacturer instructions for any equipment you use and take reasonable care. We accept no responsibility for loss, injury or damage arising from your use of the general information published on this website.

11. Acceptable use

You may use this website for lawful personal purposes only. You must not do any of the following:

- Interfere with, probe, scan or attempt to gain unauthorised access to the website, its server or any connected system.
- Introduce malicious code, or attempt to inject, overload or otherwise disrupt the website or its forms.
- Extract content systematically by scraping, harvesting or automated means without our written permission.
- Submit false, misleading, offensive or unlawful material through the contact form or any other input on the website.
- Use the website or its content for a commercial purpose that competes with us.

12. Intellectual property

The website design, layout, logo, text, photographs, illustrations and code are owned by us or licensed to us, and they are protected by copyright and other intellectual property laws. You may view, download and print pages for your own personal and non commercial use.

Any other reproduction, adaptation, republication or commercial use requires our prior written consent.

13. Third party links and services

The website contains links to and embedded content from third party services, including an embedded map, payment providers and social media platforms. We do not control those services, and their inclusion does not imply endorsement, so their own terms and privacy practices apply when you interact with them.

14. Availability of the website

We aim to keep the website available at all times, but access may be interrupted for maintenance, upgrades, hosting faults or events outside our control. We do not warrant uninterrupted or error free access, and we may modify, suspend or withdraw any part of the website without notice.

15. Limitation of liability

To the extent permitted by law, and subject to the consumer guarantees described above, our total liability arising out of the website or any order is limited to the resupply of the goods or the payment of the cost of resupplying them. We are not liable for indirect, incidental or consequential loss, including loss of profit, loss of data or business interruption.

Nothing in these terms excludes, restricts or modifies a right or remedy that cannot lawfully be excluded, restricted or modified.

16. Indemnity

You indemnify us against claims, losses and reasonable costs arising from your breach of these terms or your misuse of the website, except to the extent the loss is caused by our own negligence.

17. Privacy

Personal information collected through this website is handled in accordance with the Aussie Kohi Privacy Policy, which forms part of these terms.

18. Changes to these terms

We may update these terms from time to time, and the version published on the website at the time you place an order is the version that governs that order. Continued use of the website after an update is treated as acceptance of the updated terms.

19. Suspension and termination

We may restrict or terminate your access to the website where we reasonably believe you have breached these terms, and we may do so without notice where the breach involves a security risk.

20. Governing law

These terms are governed by the laws of Western Australia and the Commonwealth of Australia, and you submit to the non exclusive jurisdiction of the courts of Western Australia.

21. General

Where any provision of these terms is found to be invalid or unenforceable, that provision is severed and the remaining provisions continue in force. A failure to enforce a provision is not a waiver of it. These terms, together with the Privacy Policy and the Security Policy, form the entire agreement between you and us in relation to the website.

22. Contact

Questions, requests and complaints about this document may be directed to the contact details published on the website:

- Contact name is John Smith, Aussie Kohi.
- Postal address is 123A George Street, Perth, Western Australia 6000, Australia.
- Email address is the address published on the contact page of aussiekohi.coffee.
- Telephone number is the number published on the contact page of aussiekohi.coffee.

Because this is a student exercise, the contact details on the website are placeholders and are not monitored.