

Woolworths Supermarkets Returns Policy

Our Responsibility to you

If the product you buy from Woolworths Supermarkets is faulty or defective or does not meet your expectations then we will offer you an exchange, refund or repair.

When you return a product we ask that you return the product with accessories and instruction manuals where applicable.

With a Receipt

Woolworths Supermarkets will 'Cheerfully refund the purchase price, exchange or repair the product if you are not completely satisfied'

Without a Receipt

Products with a purchase price of less than \$15 will be either exchanged, refunded in cash or reimbursed in the original payment method.

If you do not have a receipt and you wish to return a faulty or defective product with a purchase price of \$15 or more, we will cheerfully provide you with a Returns Card issued by Woolworths Limited to the value of the purchase price, which you can use in any participating store within 6 months from the date of issue. Where applicable, products will be returned to the manufacturer for repair or exchange, or we will reimburse you the purchase price in the original payment method.

You will be required to provide identification showing your name, address and signature in the above instances and these details will be recorded for loss prevention purposes.

If a refund is given in the form of a Returns Card issued by Woolworths Limited then the following restrictions will apply

- the card will have an expiry date of 6 months from the date of issue
- the card will be distinguishable as a Returns Card issued by Woolworths Limited.

Special Procedures for certain products

Appliances, Electrical products and Audio Visual products are subject to warranty conditions that require you to have a receipt as proof of purchase.

1. If you do not have a receipt, and therefore warranty cannot be verified, then you will be directed to contact the Supplier directly. These details will be on the instruction manual or warranty card.
2. If you do have your receipt verifying that the product is within warranty period then we will refund, exchange or arrange for repair.