

Home Delivery and Simply Collect Terms & Conditions

1 Simply Collect of Woolworths Mobile Products

- (a) Simply Collect for Woolworths Mobile is only available for selected products and from selected locations as shown during your ordering process. During the ordering process, you need to select a store from which you will collect the order. At the time you place your order, the site will show an estimated number of days until your order is available for collection. You will receive notification via email and SMS (if you provide your mobile number) when your order is ready for collection.
- (b) A valid email address and telephone number must be provided to use Simply Collect for Woolworths Mobile.
- (c) We will aim to have your order ready for collection by the estimated collection timeframe. We will not be liable to you or any other person for any delay. In this instance, we will provide you with notice of such delay as soon as reasonably possible.
- (d) If you fail to collect your Woolworths Mobile Simply Collect order within 14 days after you receive notification that the order is available for collection, we may cancel the order and a cancellation fee of the lesser of \$13 or the value of the order may apply. If any payment has been made for an order in excess of \$13, we will refund that excess amount to your original payment method or through an alternative means.
- (e) You agree to comply with certain collection requirements specified below and any other requirements that we notify to you when you place your order through the site or notified prior to collection:
 - (i) you must collect your order from the store selected by you when you place your order;
 - (ii) photographic identification may be required when you collect your order; and
 - (iii) the email order confirmation or SMS confirmation or receipt for your order must be shown when you collect your order.
- (f) Only the person named on the order can collect the item. You acknowledge that we may record the details of any identification provided in relation to collection of products.

2 Home Delivery of Woolworths Mobile Products

- (a) We will only deliver Woolworths Mobile products ordered through the site to a location where we provide delivery services. You may receive multiple deliveries for your order and these are described at the point of checkout. We or our delivery company may need to contact you to arrange a delivery date for certain products. We only deliver to addresses in Australia.
- (b) You may obtain further information on the site about our delivery timeframes and how we deliver certain Woolworths Mobile products. The delivery fee for your order depends on the type of Woolworths Mobile product you order (in particular, the price) and will be shown during your ordering process.
- (c) We will make every attempt to deliver Woolworths Mobile products by the estimated delivery timeframe however we will not be liable to you or any other person for any delay. In this instance, we will provide you with notice of such delay as soon as reasonably possible.
- (d) You agree to comply with certain delivery requirements specified below and such other requirements that we notify you when you place your order through the site.
- (e) The person whose name is on the order must be present to accept the delivery of your order.
- (f) We may require the person accepting the delivery of your order to provide us with proof of that person's identity (including photographic identification). If the order has been paid by credit card, then we may also ask you to show us the credit card for us to conduct our verification checks.
- (g) If there is no appropriate person at the delivery address to receive the order or you are unable to show us proof of identity or the credit card for us to conduct verification checks, then we will not deliver the Woolworths Mobile you have ordered. In this instance, we will endeavour to contact you or you may contact us to arrange for delivery at a different time, and we may charge you an additional delivery fee for that replacement delivery.
- (h) You acknowledge and agree that any person at the delivery address who receives the Woolworths Mobile product is authorised by you to receive your order.