

Woolworths Mobile Returns Policy

Addendum for mobile services

In connection with the telecommunication services we supply, in addition to the matters set out in the Woolworths Supermarkets Returns Policy at www.woolworths.com.au/mobile this policy outlines the core principles of our repair, exchange and refunds policy for mobile phones.

When we supply you with a mobile handset, you have legal rights under the Australian Consumer Law as set out in the *Competition and Consumer Act 2010 (Cth)* known as Consumer Guarantees which are described in more detail below. **Nothing in this policy affects your rights under Consumer Guarantees which can apply even after the manufacturer's warranty is no longer applicable.** Our goods come with guarantees that cannot be excluded under the Australian Consumer Law.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.

Manufacturer's Warranty

Most mobile handsets are accompanied by manufacturer's warranties. These warranties tend to cover manufacturing faults with the handset as described in those warranties. You'll usually be entitled to a replacement or repair of your phone if a manufacturing fault happens during the term of the manufacturer's warranty.

Consumer Guarantees

Over and above any manufacturer's warranty, Consumer Guarantees include a guarantee that the mobile phone will be fit for purpose, safe, lasting, acceptable in appearance and free from faults for a reasonable period of time having regard to factors like the type of product and its cost because your satisfaction is important to us.

For more information about Consumer Guarantees and your return rights, please visit www.accc.gov.au

Your Options

If your mobile phone has a major fault, you have an option to:

- (a) have it repaired;
- (b) have it replaced; or
- (c) receive a refund.

You may even be able to end the service contract that is connected with the faulty product. If your product doesn't have a major fault we'll replace or repair your device within a reasonable time.

If the mobile handset does not have a major fault, then we will have it replaced or repaired. Where you return your mobile phone to us and that item requires a repair, you should be aware that the repair of that item may result in the loss of any user-generated data stored on the mobile phone. You should also be aware that, in some circumstances, mobile handsets presented for repair may be replaced by refurbished handsets of the same type rather than being repaired. Refurbished parts may be used to repair the handsets.

Additional Information

If possible, back up your data and unlock your mobile phone using your personal access code before returning it. The assessment or service process may result in the loss of any data stored on your mobile phone. Give us as much detail about the fault as you can, particularly if it doesn't happen all the time. Don't forget to also provide your preferred contact number to reach you on.

Unless Australian Consumer Law applies, we do not offer a refund or exchange of mobile handset or accessories for change of mind or wrong selections (unless we have in any way contributed to your wrong selection of the mobile handset). The following charges will apply if you return your mobile handset or accessories without our authorisation:

1. Restocking fee: \$50.00 for each mobile device returned, and
2. Processing fee: \$250.00 for each mobile device found to have been opened and or used on our assessment.

Please note that assessment of any returned mobile device by us may take up to 7 business days from our receipt of the device at our facility. On completion of our assessment, you will be notified of our findings.