



# Auto-order

## Terms & Conditions

Auto-order is a subscription service offered by Woolworths Limited (ABN 88 000 014 675) which entitles eligible customers to order Auto-order Products through [autoorder.woolworths.com.au](https://autoorder.woolworths.com.au) ("Site"). Your access to and use of the Site, including your order of Auto-order Products through the Site, is subject to these terms and conditions. By accessing and using the Site, including placing orders of Auto-order Products through the Site, you agree that you will be subject to and comply with these terms and conditions (including our privacy policy).

### 1. Woolworths Online Terms and Conditions

- 1.1. Subject to clause 1.2, the Woolworths Online Terms and Conditions apply to the Auto-order service and form part of these terms and conditions. To view, the Woolworths Online Terms and Conditions, please visit <https://www.woolworths.com.au/Shop/Discover/about-us/terms-and-conditions>.
- 1.2. The following clauses contained in the Woolworths Online Terms and Conditions do not apply to the Auto-order service:  
  
4.1, 4.2, 5, 7.1, 7.3, 14.3, 14.6, 15, 16.2(vii), 17.5, 17.6, 18.2
- 1.3. In relation to Auto-order Products, if there is an inconsistency between the Woolworths Online Terms and Conditions and the Auto-order Terms and Conditions, the Auto-Order Terms and Conditions prevail to the extent of the inconsistency.
- 1.4. In relation to Products excluding the Auto-order Products, if there is an inconsistency between the Woolworths Online Terms and Conditions and the Auto-order Terms and Conditions, the Woolworths Online Terms and Conditions prevail to the extent of the inconsistency.

### 2. Eligibility

#### 2.1. Eligibility criteria

- (a) Auto-order is only available to registered Woolworths Rewards members who have received an invitation email from Woolworths Rewards offering the Auto-order service.
  - (b) The Auto-order service is personal to the relevant registered Woolworths Rewards member and is non-transferable.
- © There is a limit of one Auto-order subscription per household and residential address.

### 3. Registration

- (a) To register for and use the Auto-order service, you need to:

- a. Validate your details using your Woolworths Rewards card number and email address; and
- b. Login to the Auto-order service using your Woolworths Online account. If you do not have a Woolworths Online account, you need to register for a Woolworths Online account.

## 4. Placing an Order for Auto-order Products

### 4.1. Automatic recurring Orders

- (a) To order Auto-order Products, you need to select the Auto-order Product type and quantity and set the frequency that you wish to receive the Auto-order Products on an automatic recurring basis.
- (b) Your Auto-order Product Order is an automatic recurring Order at the frequency you choose. This means that we'll automatically deliver your future orders for your nominated Auto-Order Product type and quantity at your chosen frequency and process payment using your nominated payment method until you cancel or amend your Auto-order subscription.
- (c) We will notify you by email 5 days prior to your payment being processed for your next Order for Auto-order Products with the following details:
  - a. The purchase price that will be charged in respect of the applicable Auto-Order Products;
  - b. Any applicable delivery fees that will be charged; and
  - c. The total amount that will be charged to your nominated payment method and the date on which it will be charged.
- (d) You cannot cancel your first order for Auto-Order Products once payment has been processed. You will be provided with the ability to cancel your future auto recurring Order for Auto-Order Products. If you wish to amend or cancel your future Auto-order Product Order, you must do so before your payment is processed by giving the Auto-order Customer Care Team a call on 1300 920 521.
- (e) Any Order for Auto-order Products placed through this Site is an offer for you to purchase the particular Auto-order Product for the price notified (including the delivery and other charges and taxes) at the time you place the Order or subsequently by the notification email detailed in clause 4.1© above.
- (f) Each recurring Order for Auto-order Products results in a separate binding agreement between you and us for the supply of those Auto-Order Products and we will supply the Auto-Order Products in that Order to you in accordance with these terms and conditions.

### 4.2. Authorisation for payment

- (a) You authorise Woolworths Limited to charge the applicable fees and charges for your automatic recurring Orders for Auto-Order Products placed through the Site to the nominated payment method provided by you.
- (b) You also consent to Woolworths Limited contacting you by any means, including by telephone, post or email, about your automatic recurring Orders for Auto-order Products and to obtain or validate payment details for your Orders for Auto-order Products.

## 5. Amending or cancelling your Order for Auto-order Products or Auto-Order subscription service

Subject to clause 4.1(d), if you wish to amend or cancel your Auto-order Product Order or Auto-order subscription service, you can do so by calling the Auto-order Customer Care Team on 1300 920 521.

## 6. Fees and charges

- (a) We will charge you, and you agree to pay, the following fees and charges in relation to each Order for Auto-Order Products:
- The purchase price of each Auto-order Product that is ordered in accordance with clause 6.3;
  - The delivery fee payable in accordance with clause 6.2; and
  - Any other fees and charges set out in these terms and conditions.
- (b) All fees and charges identified in these terms and conditions and all prices for Auto-order Products include GST where applicable.

### 6.1. Subscription fees

- (a) There is currently no subscription fee payable in relation to the Auto-order service.
- (b) We reserve the right to charge or change the subscription fee for the Auto-order service at any time.
- © Any subscription fee is payable either via our Site or through the Auto-order Customer Care Team using the payment options as notified on our Site.

### 6.2. Delivery fees

- (a) Unless otherwise notified on the Site, a standard delivery applies for each order. The introductory standard delivery fee for each order is \$11.
- (b) We reserve the right to change the delivery fee for the Auto-order service at any time.

### 6.3. Purchase price of Auto-order Products

- (a) The purchase price of each Auto-order Product for the first order is shown on the product list on the Site at the time you place your Order for Auto-order Products.
- (b) Prices for Auto-order Products may vary from time to time. The purchase price of each Auto-order Product for each subsequent recurring order may not be the same as your first/initial order. The purchase price of each Auto-order Product for each subsequent recurring order will be notified to you by email in accordance with clause 4.1©.
- © The purchase price of Auto-order Products on the Site may not be the same or correspond to the prices in any of our supermarkets or on Woolworths Online for the same product.
- (d) You acknowledge that we are not required or obliged to match any prices for any Auto-order Products, including matching any prices for an Auto-order Product that is available through any of our supermarkets or Woolworths Online.

## 7. Missing items in delivery

If there are items missing from your delivery, you should contact the Auto-order Customer Care Team on 1300 920 521 within 24 hours after the delivery time and we will take steps to verify and confirm any such missing items. Once we are reasonably satisfied that the item was not delivered to you, we will provide you with a credit to your relevant nominated payment method within 3-5 business days for the Auto-order Products that were charged but not delivered to you.

## 8. Returns

If you wish to return an Auto-order Product in accordance with the Woolworths Returns Policy, then you may:

- (a) return the Auto-order Product to one of our supermarkets; or
- (b) contact the Auto-order Customer Care Team on 1300 920 521 to make arrangements to return that product. Once the product has been received by us, we will refund your nominated payment method of the purchase with the funds being available within 3-5 business days.

## 9. Liability

Subject to clauses 24.1, 24.2 and 24.3 of the Woolworths Online Terms and Conditions (<https://www.woolworths.com.au/Shop/Discover/about-us/terms-and-conditions>), our total liability to you in respect of all other losses arising under or in connection with the Auto-order service, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, shall in no circumstances exceed the total price paid by you in respect of your Order in accordance with clause 6(a).

## 10. Exclusions and limitations

### 10.1. Minimum and Maximum amounts of Auto-order Products

- (a) Subject to clause 10.1(b), in respect of baby formula, you can only order baby formula products as a pack of 3 tins. You cannot order single tins of baby formula using the Auto-order service.
- (b) Unless otherwise indicated on the Site, in respect of baby formula, you may only obtain a maximum of 6 product packs (18 tins) within a 6 week period.
- © The minimum and maximum amounts of any other Auto-Order Products will be notified on the Site.
- (d) Subject to clauses 10.1(a) and (b), you agree that you will not purchase baby formula using this Site and Participating Woolworths Group Businesses above normal household consumption limits.

### 10.2. Woolworths Rewards

- (a) You will earn 1 point for every dollar you spend on Auto-order Products as a Woolworths Rewards member, excluding any delivery charges. Your points will appear in your account balance within 10 business days of your Auto-order subscription order being delivered.
- (b) Woolworths Dollars cannot be redeemed for purchases of Auto-order Products.
- © Purchases of Auto-order Products are excluded from and cannot be used in conjunction with any other offer, discount or promotion (including bonus points) under the Woolworths Rewards program.

### 10.3. Woolworths Online Delivery Saver

- (a) Woolworths Online Delivery Saver cannot be used for the delivery of Auto-order Products.

## 11. Termination of your Auto-order subscription

- (a) We reserve the right, at any time, without notice, to terminate your Auto-order subscription if we suspect, on reasonable grounds, that you have:

- allowed another person to use your Auto-order subscription;
- engaged in any inappropriate use of the Auto-order service;
- used or attempted to use the Auto-order service in a manner contrary to these terms and conditions;
- committed an act or omission contrary to these terms and conditions;
- breached clause 10.1(d); and/or
- engaged in any dishonesty, fraudulent behaviour or in any way tampered with the Auto-order service.

(b) We reserve the right, at any time, without notice, to terminate your Auto-order subscription if we find or suspect, on reasonable grounds that there are multiple Auto-order subscriptions associated with your household or residential address.

© Your Auto-order subscription will immediately terminate if your Woolworths Rewards membership and/or Woolworths Online account is terminated for any reason whatsoever.

## 12. Interpretation and Definitions

- 12.1. Terms used in these Auto-order Terms and Conditions that are not defined herein have the meaning given to them in the Woolworths Online Terms and Conditions and vice versa.
- 12.2. Unless otherwise specified, references to clauses used in these Auto-order Terms and conditions refer to clauses contained in these terms and conditions.

### 12.3. Definitions

Auto-order Products means each good or service that is advertised on [autoorder.woolworths.com.au](http://autoorder.woolworths.com.au).

Participating Woolworths Group Businesses means any “Woolworths or “Metro” branded supermarket or store, Woolworths Online ([www.woolworths.com.au](http://www.woolworths.com.au)), any Big W store or Big W Online ([www.bigw.com.au](http://www.bigw.com.au)).