

Special order information sheet:

We always aim to ensure that every customer who orders online receives the order in full and on time. To support this we restrict the quantity that can be ordered per item based on the likelihood of that product being available in that quantity for same or next day delivery.

If you would like to place a special order for a larger quantity, you can do so by:

1. Selecting the items you wish to purchase and adding them to a basket or list
2. Contacting our Special order support team and providing the following information:
 - a. The required quantity
 - b. The delivery or pick-up location
 - c. Your preferred collection or delivery date
3. Once we have liaised with your local Online store, we will confirm the availability of the stock and timeline.

Before you order, please read the following:

1. It can take between 1 and 10 days to transport the stock to your closest online store depending on the product and your location. We will confirm this up-front before we process your order.
2. Special orders should ideally be placed 6 - 7 days in advance. Additional time may be required for regional or bush orders (10 days).
3. A \$20 handling fee(per 250kgs) will be charged for a special order that exceeds 250kgs in total weight as additional time and resource allocation will be required to prepare and deliver the order.
4. If multiple orders are made to the same delivery address over a short period of consecutive days, the orders will be consolidated and treated as special order. In this event you will be contacted prior to processing the order to discuss handling fee payment.
5. If the quantity of goods ordered requires a full truck or special transport arrangements, additional transport fees will apply. This will depend on the location, weight and format of the goods purchased. In this event fees and transport arrangements will be agreed prior to processing the order.
6. Click and collect is not available for large special orders. For customers based in Sydney or Perth, arrangements can be made to purchase goods by the pallet load and self collection is optional.
7. Certain items may not be available in large quantities due to promotional limitations, limited availability, or government restrictions. If multiple orders are placed through the same account or through different accounts with common customer details, the order may be cancelled if the total volume ordered exceeds the limit. (For example, baby formula).
8. Payment for Special orders is made on the day of the order and gift cards may not be used for bulk purchases. No refunds will be paid on special orders if the stock has already been sent to the store to fulfill your order as stock can not be returned by the store. On occasion stock may be delayed due to unforeseen circumstances, in this event you will be notified by phone and can chose to accept the revised timeline or cancel the order at the time of contact.

If you have any questions or would like to place a special order, please call

1300 665 386 or email business@woolworths.com.au

