Returns Policy

MEDION Australia Pty Ltd ACN 106 611 330 ("MEDION") is committed to customer satisfaction and complying with applicable consumer laws (including Australian Consumer Law). This Returns Policy applies to MEDION's goods branded "ALDI Mobile".

If you have further questions relating to this Returns Policy, please contact us by calling 2534 from your ALDI Mobile service (free call) or 1300 989 000 from any other phone (normal charges apply).

What products does our Returns Policy apply to?

MEDION's Returns Policy applies to all goods branded "ALDI Mobile" that we supply. This will normally be the SIM card supplied for use with your ALDI Mobile telephone service, recharge vouchers and Special Buys purchased in ALDI stores and our plans/packs.

What do I do if my product is faulty?

At MEDION, we never want a faulty product, but unfortunately this happens from time to time. If you do experience a fault or defect with your goods, you should call us so we can discuss how to best help you.

Can I get a refund on recharge vouchers or ALDI Mobile Special Buys?

There are no refunds available on recharge vouchers but if the voucher cannot be used because it's damaged or faulty, you should call us so we can arrange a replacement or refund.

Refunds for Special Buys are available in store within 60 days of purchase. You'll need to provide your original receipt (or other proof of purchase), ideally with the packaging.

The Australian Consumer Law

The Australian Consumer Law (ACL) gives consumers a comprehensive set of rights for goods purchased on or after 1st January 2011. These are called Consumer Guarantees, which means goods must be of acceptable quality and fit for the purpose they were designed for. Goods of acceptable quality will be:

- Fit for all the purposes for which goods of that kind are commonly supplied;
- Acceptable in appearance and finish; • Free from defects;
- Safe and durable.

If goods fail to meet a guarantee, the consumer is entitled to a remedy in an attempt to right the fault (providing the goods were not used in an 'abnormal manner'). Should your goods fail to be of an acceptable quality due to a major failure you are entitled to a refund or replacement. A major failure is defined as:

- The goods are significantly different from the description, sample or demonstration model shown to the customer;
- The goods are substantially unfit for their normal purpose and cannot easily be made fit, within a reasonable time;
- A reasonable customer would not have bought the goods had they known there was a fault/defect; or
- The goods are unsafe.

If the failure is not major, you are also entitled to a repair or replacement within a reasonable timeframe or a refund if a repair or replacement is not feasible.

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 for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods replaced if they fail to be of acceptable quality and the failure does not amount to a major failure.

We do not refund or replace goods for change of mind or where it is unwanted, unused or expired as these circumstances are not covered by ACL.

Relax, everything is covered under the ALDI return policy and Australian Consumer Law

Change of mind
At ALDI it's okay to change your mind. Your satisfaction is important to us.

Grocery items
We will immediately refund or replace any everyday grocery item you are not entirely satisfied with. Please provide your original receipt (or other proof of purchase).

Special Buys
We will refund or replace any non-food specials within 60 days. Please provide your original receipt (or other proof of purchase), ideally with packaging.

Manufacturer's warranty
Some special buys come with a manufacturer's warranty (e.g. 1 or 2 years). If your product is covered by a manufacturer's warranty, you will find all the details you need within the information plate on the back of your product.

If during the period of the warranty, one of our high quality products should fail to be of an acceptable quality, please do not hesitate to contact the manufacturer's helpline or your local ALDI store for assistance. Please note that any manufacturer's warranty and ALDI's change of mind policy are additional to your rights under the Australian Consumer Law.

The Australian Consumer Law
The Australian Consumer Law (brought into effect 1st January 2011) gives consumers a comprehensive set of rights for any goods or services purchased. These are called Consumer Guarantees, which means goods must be of acceptable quality and fit for the purpose they were designed for. Goods of acceptable quality will be:

- Fit for all the purposes for which goods of that kind are commonly supplied;

- Acceptable in appearance and finish;

- Free from defects; - Safe and durable.

If goods or services fail to meet a guarantee, the consumer is entitled to a remedy in an attempt to right the fault (providing the goods were not used in an 'abnormal manner'). Should your goods fail to be of an acceptable quality due to a major failure you are entitled to a refund or replacement. A major failure is defined as:

- The goods are significantly different from the description, sample or demonstration model shown to the customer;

- The goods are substantially unfit for their normal purpose and cannot easily be made fit, within a reasonable time;

- A reasonable customer would not have bought the goods had they known there was a fault/defect; or -

  The goods are unsafe.

If the failure is not major, you are also entitled to a repair or replacement within a reasonable timeframe or a refund if a repair or replacement is not feasible.

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 for 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.

What do I do if my product is faulty?

At ALDI, we never want a faulty product, but unfortunately this happens from time to time. Many of our Special Buys come with a manufacturer's warranty that can last for one or more years. ALDI recommends that If you experience a fault or defect with a product that has a manufacturer's warranty, you can contact the manufacturer's helpline for assistance. The number is stated on the packaging and paperwork included with your product and on the product itself. You are also entitled to return to your local ALDI store with the faulty product and acceptable proof of purchase for an alternative remedy.

If your product does not have a manufacturer's warranty or your warranty has expired, you may still be entitled to a remedy. Please contact the manufacturer's helpline or return to your local store for further assistance.

What is 'acceptable proof of purchase'?

The best proof of purchase is a receipt. ALDI strongly advises you to make a copy of your receipt and keep it, and the original, in a safe place. Bank statement, warranty cards and credit card statements are also generally accepted providing the retail cost of the product can be proven.

Which goods are covered?

Goods purchased after 1st January 2011 are covered by The Australian Consumer Law. Any goods purchased prior to this are covered by the implied warranties and conditions in state and territory fair trading laws and the *Trade Practices Act 1974*.

Contacting ALDI's Customer Service Department

If at any time you feel your rights are being breached or your claim is being handled unsatisfactorily you may escalate your complaint further by phoning the ALDI stores Customer Service Department on 13 ALDI (13 25 34), or via the Customer Service Contact Form.