

4 August 2021

How to access your everyday essentials during lockdown with Woolworths online

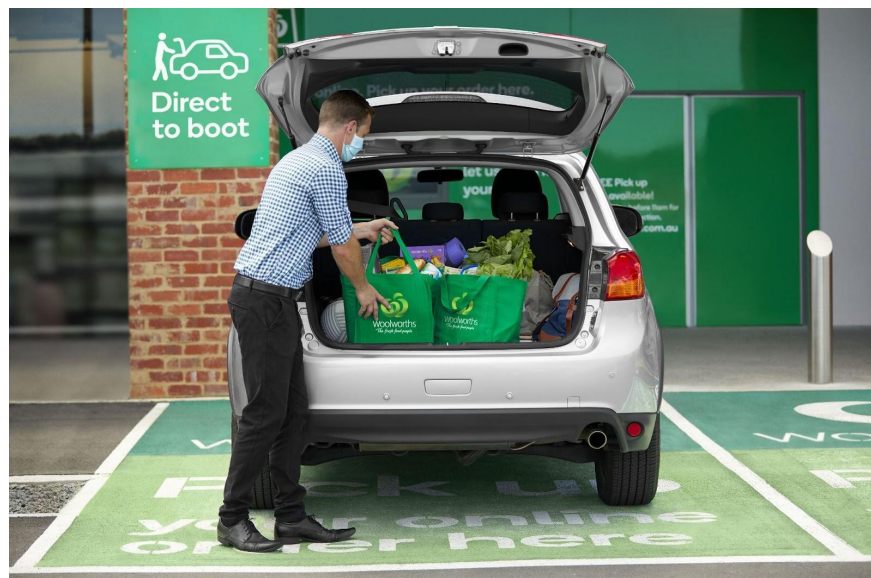
Woolworths offers a range of online shopping services and tools to help customers and businesses shop COVIDsafe as outlined below..

Order direct to boot pick up

Woolworths offers a **free, contactless**, direct to book pick up service from **600+ supermarkets**. Direct to boot offers customers (and organisations) the opportunity to order online and have a personal shopper pick the order in-store.

Customers simply let us know when they're on the way to the store or confirm when they've arrived via the Woolworths app or SMS link and our team will place the order in the customers' boot for a contactless collection. Customers can check if the direct to boot service is available in their area [here](#).

As of today (04/08/2021), our direct to boot pick service has more capacity than our delivery service and allows customers to pick up their order within 1-2 days in most locations. We also offer **\$10 off first order** with discount code ONLINE - More information can be found [here](#)



Woolworths also offers Community Pick Up across Australia, which allows an authorised person to collect your online order on your behalf to drop at your door.

Home delivery, particularly for the most vulnerable

Woolworths has an extensive online network and offers Australians access to hundreds of thousands of contactless home delivery windows every week.

To ensure vulnerable customers in the community have **primary access to our delivery services**, we have stood up our [Priority Assistance](#) service with dedicated delivery windows. This means eligible customers and businesses can access home delivery windows first.

There are a few ways for customers can **save on delivery fees**:

- New customers get **free delivery on their first shop**. After that larger baskets unlock lower delivery fees and **free delivery on all orders over \$300**
- Customers who select 5h delivery windows (e.g. from 7am to 12pm) get a **\$2 discount**
- Our [Delivery Unlimited](#) subscription allows customers to access **unlimited delivery** (over \$100 baskets) for a fixed monthly cost and can enjoy a 30 day free trial.
- More information on our delivery fee structure [here](#)



Larger orders for shelters and community centres

We have product limits in place on some items to help ensure more of our customers have fair access to products, and understand this can be challenging for organisations needing to order for lots of people.

We recommend organisations supporting vulnerable Australians create and place orders from a business account to be best served by our online services. A business account can be easily created through our [sign-up page](#) and by providing a valid ABN.

By contacting our **Customer Support center** (business@woolworths.com.au or 1300 665 386) and explaining their situation eligible businesses can request for the item limits to be removed.