

## Program FAQs

### 1. Who can collect Woolworths Discovery Garden Seedling Kits and how long can they be collected for?

Eligible customers who make a Qualifying Shop at Woolworths from Wednesday 10th February 2021 until Tuesday 16th March 2021 or while stocks last can collect Woolworths Discovery Garden Seedling Kits.

### 2. How much do I need to spend to get a Woolworths Discovery Garden Seedling Kit?

Qualifying Spend: For every \$30 a customer spends at Woolworths supermarkets, participating Woolworths Metro or Woolworths online during the Offer Period (excluding any money spent on Excluded Purchases, see Question 3) you will receive one Woolworths Discovery Garden Seedling Kit, while stocks last.

Bonus Woolworths Discovery Garden Seedling Kit: For every purchase of 1 participating brand product within a qualifying \$30 shop\* during the Promotional Period, customers will receive 1 bonus Woolworths Discovery Garden Seedling Kit, while stocks last. Limit applies of three (3) Bonus Seedling Kits per Participating Brand per eligible transaction. A list of participating brands is available in our Terms and Conditions found online at [woolworths.com.au/discoverygarden](http://woolworths.com.au/discoverygarden).

*For example, if an entrant spends \$AUD30 in a single transaction which includes three (3) products from a Participating Brand during the Promotional Period, that entrant will receive four (4) Woolworths Discovery Garden Seedling Kits in total.*

Woolworths may, in its discretion, offer additional methods to collect Woolworths Discovery Garden Seedling Kits during the Promotional Period. These offers will be communicated through in store and on our website.

### 3. Are there any products for which Woolworths Discovery Garden Seedling Kits are not provided?

Excluded Purchases: Gift cards (including iTunes), smoking/tobacco products and accessories, alcohol, mobile recharge, Woolworths Mobile, Woolworths Insurance, travel cards and tickets, cash outs, lottery products, delivery fees, bag fees and crate service fees are excluded, as well as purchases made at Caltex Woolworths co-branded fuel outlets. Please read the full Terms and Conditions for more information.

### 4. Are there any other ways to collect Woolworths Discovery Garden Seedling Kits?

No, this promotion is only available at Woolworths. To collect Woolworths Discovery Garden Seedling Kits, customers need to shop at a Woolworths supermarket, participating Woolworths Metro or Woolworths online. If customers shop online, their Woolworths Discovery Garden Seedling Kits will be delivered with their groceries.

### 5. Are there any Woolworths Discovery Garden items to purchase other than collecting the Woolworths Discovery Garden Seedling Kit?

As part of the promotion, there will also be collector trays (limit of 5 per person per transaction) and merchandise available for purchase, while stocks last. To shop the complete range click <https://www.woolworths.com.au/shop/productgroup/100221-woolworths-discovery-garden-merchandise>.

### 6. Do I need to ask for my Woolworths Discovery Garden Seedling Kits?

No. These will be handed out to eligible customers at both the manned checkout and self-serve checkouts. Please do not hesitate to remind service operators if you are eligible to receive a Seedling Kit/s. Online customers have the option to opt in and opt out.

### 7. Can I choose which Woolworths Discovery Garden Seedling Kits I receive?

No, they are handed out at random and customers are unable to choose which Seedling Kits they receive.

**8. What age are the Woolworths Discovery Garden Seedling Kits suitable for?**

Woolworths Discovery Garden Seedling Kits are for persons aged 5 years and older. The Seedling Kits are not suitable for children under the age of 3 due to the risk of choking. Please refer to safety warnings on the product packaging. Adult supervision is required for all children, including to reduce the mess, share the learning and to give the seeds a better chance of sprouting into plants through proper planting and care. Always wear gloves when handling the product.

**9. I missed out on a Woolworths Discovery Garden Seedling Kit when I was in store last (or missing from my online order), how can I get them?**

The next time you're back in store, you can go to the service desk and show your receipt to get your entitlement, while stocks last. For online customers please contact our Customer Contact Centre on 1800 000 610.

**10. Can I request another customer's Woolworths Discovery Garden Seedling Kit if they don't want them?**

If a customer hands you their seedling kits personally, then you are entitled to keep them and add them to your collection. Service operators are not allowed to hand you the previous customer's entitlement.

**11. How many Woolworths Discovery Garden Seedling Kits are there?**

There are 24 different vegetable, herb and flower seeds to collect and grow in your own Woolworths Discovery Garden. These include:

Vegetables: bunching onion, cabbage, carrot, cherry tomato, lettuce, silver beet, spinach

Herbs: chives, cornflower, lemon balm, oregano, red basil, sage, thyme

Flowers: aster, dianthus, lavender, pansy, phacelia, phlox, poppy, salvia, swan river daisy, zinnia

**12. My Woolworths Discovery Garden Seedling Kit was missing items - what do I do?**

Take it back to your local Woolworths store, and they will give you a replacement. While stocks last.

**13. Where can I find more information about how best to grow my seeds?**

For further information and tips on how to best grow my seeds, visit [woolworths.com.au/discoverygarden](http://woolworths.com.au/discoverygarden)

## Growing FAQs

### 1. What is in each Woolworths Discovery Garden Seedling Kit?

- Seed Mat - a small number of seeds of the same seed species e.g. thyme or carrot, are embedded in paper
- Coco pellet - The coco peat substrate pod is made from the coconut husk. This is a natural product.
- Pot - a small seedling pot for putting the growing pellet and seeds into
- Plant name tag - a coloured cardboard label that will identify what's growing in each pot

### 2. Why are my seeds not sprouting?

Seed performance is subject to growing conditions. Most seeds should sprout within 1-2 weeks of being planted, though some may take longer. However, some seeds may not germinate and if you're still not seeing a seedling, it could be because:

- The coco pellet hasn't been wet enough OR has been too wet
- The seeds weren't covered in enough growing media
- The coco pellet was packed down too tightly
- The pots were put somewhere too windy, too cold, or too hot.

For more information and tips to help your seedlings grow, head to [woolworths.com.au/discoverygarden](https://www.woolworths.com.au/discoverygarden) where we have plenty of resources to support your growing journey.

### 3. The leaves of my plant is turning yellow, what should I do?

This could be caused by various things. You might be over or under-watering, and your plant might be getting too much or not enough light.

### 4. Why are the roots of some plants outgrowing the pot?

If the roots are outgrowing the pot, it's time to repot them. For more information on repotting, visit [woolworths.com.au/repotting](https://www.woolworths.com.au/repotting).

### 5. Can I leave the plants in the small pots when I repot them?

Yes, you do not need to remove the plant from the pot. The pot is made from plant fibres so the seedling roots can easily grow through the sides and the bottom of the pot.

### 6. I think insects are eating my plants, what should I do?

You could use a small amount of natural pesticide to protect your plants. Pesticides should only be applied by adults. Remember to read the instructions carefully.

### 7. Does it matter what sort of pot I use to re-pot the seedling?

No, just as long as it has drainage holes.

### 8. Why are my pots and plants mouldy?

Mould is caused by fungi that is commonly found in the environment, and grows best when there's moisture in the air. If your pot becomes mouldy, you can wipe it away with a tissue, this will not affect the quality of the plant.

### 9. Where do I put the little seedling pot once I've planted the seeds?

- The collector tray has been specifically designed to hold 24 seedling pots and is available to purchase for \$4 from Woolworths (while stocks last, limit of 5 per person per transaction). Or put the pot on a clean saucer and in a light, warm place.
- Check the coco pellet in the morning and at night to ensure it's not too dry. Try to keep the coco pellet just moist all the time.
- Once a little plant appears, a seed has germinated!
- After germination you can find instructions on the inside of the Woolworths Discovery Garden seedling cardboard wrapper or at [woolworths.com.au/discoverygarden](https://www.woolworths.com.au/discoverygarden).

- Make sure you don't leave your little seedling pot anywhere too damp otherwise you might experience mould or little mushrooms starting to appear during the germination process. Mould is caused by fungi that is commonly found in the environment, and grows best when there's moisture in the air. You can wipe it away with a tissue.

#### **10. When will I know when my plants are ready to harvest?**

Your pop out seed name will have an estimated harvest time. However, there are lots of factors that can influence how quickly a plant reaches maturity.

#### **11. What are the Woolworths Discovery Garden seedling kits made of?**

- Each seedling kit comes in a FSC certified cardboard sleeve with useful information and instructions. It includes a seed identifying label.
- The pot is made from wood pulp and is compostable. This is a natural product.
- The seeds come from various seed companies that buy quality seeds from around the world. This is a natural product.
- The coco pellet is made of coconut husk. This is a natural product.

#### **12. What Woolworths Discovery Garden seedling kits help attract bees?**

This year, 21 of the plant varieties are bee-attracting! Aster, Bunching Onion, Carrot, Cabbage, Cherry Tomato, Chives, Cornflower, Lavender, Lemon Balm, Lettuce, Oregano, Phacelia, Poppy, Red Basil, Sage, Salvia, Silverbeet, Spinach, Swan River Dairy, Thyme, Zinnia. Herb and vegetable plants flower at different times and some are harvested before they produce flowers like silverbeet, carrot, lettuce and chives for example. By leaving some of these plants in the ground, they will go to seed and produce bee-friendly flowers (food for bees) or seeds that can be replanted.

