

1. Who can collect Fix-Ems and how long can they be collected for?

Eligible customers who make a Qualifying Shop at Woolworths from Wednesday 6th July 2022 until Tuesday 9th August 2022, can collect Fix-Ems while stocks last.

2. How much do I need to spend to get a Fix-Em?

Qualifying Shop: For every \$30 (excluding any money spent on Excluded Purchases, see Question 3) a customer spends at Woolworths supermarkets (excluding Everyday Market) or Woolworths Metro (excluding Ampol Woolworths Metro and MetroGo) during the Offer Period, they will receive one (1) Fix-Em (while stocks last). See item 3 below for exclusions.

Bonus Fix-Ems: For every purchase of Participating Brand products in the advertised quantities within a qualifying \$30 shop during the Promotional Period, customers will receive one (1) bonus Fix-Em, while stocks last. Limit of three (3) Bonus Fix-Ems per Participating Brand per eligible transaction. A list of participating brands and exclusions is available in our **Terms and Conditions** found online at <https://woolworths.com.au/fix-ems>.

For example, if a customer spends during the Offer Period \$AUD30 in a single transaction which includes three (3) products from a Participating Brand, where each product is advertised as being eligible for one bonus Fix-Em, that customer will receive four (4) Fix-Ems in total.

Alternatively, if a customer spends during the Offer Period \$AUD30 in a single transaction which includes two (2) Pauls products, that customer will receive two (2) Fix-Ems (including one bonus Fix-Em) in total.

Woolworths may, in its sole discretion, offer additional methods to collect Fix-Ems during the Offer Period. These offers will be communicated through in store point of sale material and on our website.

3. Are there any products for which Fix-Ems are not provided?

Excluded Purchases include gift cards (including iTunes), smoking/tobacco products and accessories, alcohol, mobile recharge, Woolworths Mobile, Woolworths Insurance, travel cards and tickets, cash outs, lottery products, donations, delivery fees, bag fees and crate service fees as well as purchases made at Ampol Woolworths Metro, Woolworths MetroGo and BIG W, and on Everyday Market from Woolworths. Please read the full [Terms and Conditions](#) for more information.

4. Are there any other ways to collect Fix-Ems?

No, this promotion is only available at Woolworths stores and Woolworths supermarkets online. To collect Fix-Ems, customers need to shop at a Woolworths supermarket, Woolworths Metro (excluding Ampol Woolworths Metro and Woolworths MetroGo) or Woolworths online (excluding Everyday Market). If customers shop online and have their groceries delivered, their Fix-Em/s will be delivered with their groceries.

5. Are there any Fix-Ems items to purchase other than collecting the Fix-Ems?

As part of the promotion merchandise available for purchase, while stocks last. To shop the complete range click <https://woolworths.com.au/fix-ems>.

6. Do I need to ask for my Fix-Ems?

No. These will be handed out to eligible customers at both the manned checkouts and self-serve checkouts. Please do not hesitate to remind service operators if you are eligible to receive a Fix-Em. Online customers have the option to opt in or opt out, and Fix-Ems will be included with eligible shops unless customers have opted out.

7. Can I choose which Fix-Ems I receive?

No. Fix-Ems are handed out at random and customers are unable to choose which Fix-Ems they receive.

8. What age are the Fix-Ems suitable for?

Fix-Ems are for persons aged 5 years and older. The Fix-Ems are not suitable for children under the age of 3 due to the risk of small parts which present a choking hazard. Please refer to safety warnings on the product packaging. Adult supervision is recommended for all children.

9. Can Fix-Ems be recycled?

Woolworths has established a partnership with Save Our Soles to turn any pre-loved Fix-Ems into recycled products. The recycled elements will be used to produce anti-fatigue mats and padding for playground equipment. Customers can bring back their Fix-Ems to any Woolworths store until 01/11/2022 and they will be sent to Save Our Soles to be recycled.

10. I missed out on collecting my Fix-Ems when I was in store last (or my Fix-Ems were 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 Fix-Ems while stocks last.

For online customers, please contact our Customer Contact Centre on 1300 767 969. Our Customer Care team will then be happy to organise a delivery of your earned Fix-Ems to your home address.

11. My Fix-Em was damaged/ incomplete - what do I do?

Take it back to your local Woolworths store and show/explain to them and they will give you a replacement. While stocks last.

For online customers, please contact our Customer Contact Centre on 1300 767 969. Our Customer Care team can track your order details and will be happy to organise a delivery of your earned Fix-Ems to your home address.

12. Can I request another customer's Fix-Ems if they don't want them?

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

13. How many Fix-Ems are there?

There are 36 different Fix-Ems to collect. You can find the complete list of Fix-Ems to collect at <https://woolworths.com.au/fix-ems>

14. What if I didn't receive my Fix-Ems from my online order?

Please call our Customer Contact Centre on 1300 767 969. It will be able to assist with replacing your missing Fix-Ems.

15. Why are my Fix-Ems coming in a paper bag for my online order?

In order to keep the Fix-Ems and the rest of your order safe, we will pack them into a paper bag before placing them into your online order.

16. Which surfaces are best for Fix-Ems?

Fix-Ems have been extensively tested on the below surfaces, and we therefore recommended these as the best surfaces for using Fix-Ems:

- Glass
- Metal
- Plastic
- Cotton fabric
- Denim fabric
- Polyester fabric
- Coated cardboard or paper

We don't recommend the below surfaces, as Fix-Ems will not stick as effectively:

- Dirty or dusty surfaces
- Oily or wet surfaces
- Sticky surfaces
- Fabric from which fibres are easily detached

17. I have opted for e-receipts, how will I know how many sticker packs I can get?

If you have opted in for e-receipts a small receipt will still print in store with how many sticker packs you have earned. Please show this slip to a team member to receive your sticker packs.

18. What is the source of the recycled material for Fix-Ems?

Fix-Ems are made from over 80% recycled PET plastic, sourced from plastic drink bottles. To create the Fix-Em patches (excluding the adhesive), we used recycled PET jacquard fabric derived from granulating over 2,600,000 500ml plastic bottles.

19. What are the benefits of recycled material?

The benefits of using recycled material include:

- Promote the recycling of plastic. Recycled materials are valuable; beautiful products can be made from them!
- Save plastic from ending up in landfill or in the ocean. Reduce waste: instead of creating new plastic, take materials that are already in circulation by turning drink bottles into Fix-Ems.
- Reduce CO2 emissions compared to making virgin plastic from petroleum.
- High quality & durability.

20. How much recycled material is used to make Fix-Ems?

The Fix-Ems used in this promotion, in total, are made from approximately 2.6 million 500ml plastic bottles. Each Fix-Em is made from at least 80% recycled PET plastic. The remaining up to 20% of each Fix-Em is the adhesive.

21. Can recycled plastic be recycled again?

Yes, it is possible to recycle, recycled plastic. If you would like to recycle your Fix-Ems, return them to any participating Woolworths store and place them in a clearly marked Fix-Ems recycling bin. Our recycling partner Save our Soles will then ensure that the Fix-Ems are given new life and recycled into anti-fatigue mats or flooring.

22. What will Save Our Soles recycle the plastic into?

All Fix-Ems returned to Woolworths will be aggregated, stored, and then recycled by our recycling partner Save our Soles. The Fix-Ems will be mixed in with used Australian footwear and turned into crumbs, which will then be mixed with rubber from Australian recycled tyres and turned into anti-fatigue mats or flooring.

23. Can you tell us more about the production process?

The production process occurs in stages. First, used 500ml plastic bottles are thoroughly cleaned. Next, the bottles are shredded down and granulated. These granulated elements are then melted, heated and stretched to produce raw fibres suitable for the next stage of production, which involves spinning the fibres into yarn. After this, the yarn is woven into the patch fabric. Patches are then bleached and dyed the appropriate colours, before they are cut and sewn into the various characters that make up our Fix-Ems collectibles range.

24. How are Fix-Ems certified?

Fix-Ems are certified by Good Environmental Choices Australia (GECA) to be environmentally preferable. This means that they are verified as using at least 80% recycled material and complying with sustainability standards which ensure that the environment and safety are considered during production.

25. How has Woolworths ensured that the recycled plastic is safe?

All of the recycled raw materials used in the production of Fix-Ems have passed the Global Recycle Standard. In addition, the recycled material has passed the Oeko-Tex Standard 100.

Fix-Ems comply with relevant Australian toy and textile standards. Product safety testing has been done at every stage of product development, and further batch testing is done after production.

26. How are Fix-Ems packed?

Fix-Ems come packaged in an FSC (Forest Stewardship Council) certified paper envelope. The envelope is kerbside recyclable.

27. Is the adhesive plant-based or special in any way?

The adhesive is not plant based, however it is non-toxic and safe for use.

26. Where can I find a copy of the Terms and Conditions?

The Terms and Conditions can be found at <https://woolworths.com.au/fix-ems>