



FAQs

(Last updated: 12th September 2019)



General

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

Eligible customers who shop at Woolworths from Wednesday 11th September until Tuesday 22nd October can collect Woolworths Discovery Garden Seedling Kits or while stocks last.

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 Seedling Kit: For every \$15 spent on eligible fresh Fruit & Veg products from the Fruit & Veg department in a qualifying \$30 shop, customers will receive a bonus seedling kit, while stocks last. Limit applies of 5 Bonus Seedling Kits per eligible in-store transaction. See Terms & Conditions for details.

For example: If a customer spends \$60 in a single transaction at a Woolworths supermarket (which includes \$30 on eligible fresh Fruit & Veg) during the Offer Period, that customer will receive 4 seedling kits in total.

Bonus Seedling Kit Online: For every 10 eligible Fresh Fruit and Veg products purchased from the Fruit & Veg department in a qualifying \$30 shop, customers will receive a bonus seedling kit, while stocks last. See Terms & Conditions for details.

For example: If a customer spends \$60 on a single transaction online (which includes 20 eligible fresh Fruit & Veg products) during the Offer Period, that customer will receive 4 seedling kits in total.

Woolworths may, in its discretion, offer additional methods to collect seedling kits during the Offer 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, 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 and Metro 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 Kits?

As part of the promotion, there will also be collector trays (limit of 3 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/110919-discover-discovery-garden-merchandise>. There is also a free interactive storybook available in-store, while stocks last. If you aren't able to get a storybook in-store, you can download one [woolworths.com.au/discoverygarden](https://www.woolworths.com.au/discoverygarden).

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 checkouts 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.

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: beetroot, bok choy, cabbage, carrots, kale, lettuce, onion, radish, tomato, spinach

Herbs: basil, chamomile, chives, coriander, cress, dill, oregano, parsley, rocket, thyme

Flowers: dianthus, pansy, snapdragon, viola

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

Take it back to your local Woolworths and show/explain to them 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

14. What's included in eligible "Fresh Fruit and Veg" products?

All fresh fruit and veg products from our fruit and veg department. This excludes canned, tinned, dried and frozen fruit and veg. See in store at the service desk for a detailed list of eligible products.

Growing

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

Seed Mat – a small number of seeds of the same plant type e.g. herb or vegetable, are embedded in paper

Soil Pellet – a brown dehydrated growing medium pressed into a compact round shape

Pot – a small seedling pot for putting the soil and seeds into

Seed Label – 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 soil hasn't been wet enough OR has been too wet.
- The seeds weren't covered in enough soil.
- The soil was packed down too tightly.
- The pots were put somewhere too windy, too cold, or too hot.

3. The leaves of my plant are 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.

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 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 repot the seedling?

No, just as long as it has drainage holes.

8. Why are my pots and plants mouldy?

The mould is caused by the moisture in the air. You can wipe it away with a tissue.

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

Ideally in the collector's tray which is specifically made for the seed pots. \$4 from Woolworths (while stocks last, limit of 3 per person per transaction). Or put the pot on a clean saucer and in a light, warm place.

Check the soil in the morning and at night to ensure it's not too dry. Try to keep the soil 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.

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. The mould is caused by the 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 cardboard wrapper with useful information and instructions.
- The seed identifying label is made from cardboard.
- The pot is made of plant fibres.
- The seeds come from a German company that buys quality seeds from around the world. Fun Fact: 10 of our seeds have been sourced from Australia!
- The soil pellet is made of coconut husk.

12. Which Woolworths Discovery Garden seedling kits help attract bees and butterflies?

We have a number of different seeds that are known to help out some of our favourite pollinators: Violas, Pansies, Dianthus, Chamomile, and Snapdragon. Be sure to plant these next to your other growing herbs and vegetables to help them grow too.