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BIG W Open Box / Damaged Box Seller Policy

To list and sell Open Box / Damaged Box products on BIG W Marketplace, sellers are required to comply with the requirements of this Policy, in addition to the standard [Woolworths MarketPlus Product Listing Policy](#).

What is Open Box / Damaged Box?

A new and unused product in perfect working order that shows no signs of prior use or cosmetic wear. The original packaging may be opened, damaged, or replaced, but the product itself must remain in new condition.

The item has been inspected by the seller and verified to function as intended, and all essential accessories required for normal operation are included.

For details on product eligibility, refer to the eligibility criteria below.

Eligibility Criteria

Products listed as Open Box / Damaged Box must meet the following criteria:

The product must:

- be **unused and in new condition**
- show **no cosmetic wear, scratches, dents, or signs of prior use**
- be **fully functional and verified to operate as intended**
- be **clean and complete**
- include all **essential accessories required for normal operation**

Any **non-essential accessories that are missing must be clearly disclosed** in the product description.

Packaging may be:

- **Opened**
- **Damaged during transit or handling**
- **Replaced with equivalent protective packaging** if the original packaging is not suitable for shipping

Products must **not** be listed as Open Box / Damaged Box if:

- The product shows **any visible signs of use or wear**
- The product has been **previously used by a customer**
- The product has been **repaired, refurbished, or reconditioned**
- Accessories required for normal operation are **missing**

Products that show cosmetic wear or have been repaired must be listed under the **appropriate refurbished condition grade** instead. Refer to the [BIG W Refurbished Program Seller Policy](#).

Open Box / Damaged Box Product Listing Requirements

In addition to the [Woolworths MarketPlus Product Listing Policy](#), sellers must comply with the following Open Box / Damaged Box listing requirements.

Product Title:

- Product titles must clearly include either “**(Open Box)**” or “**(Damaged Box)**” at the beginning of the title, depending on the packaging condition.

Example:

(Open Box) DJI Flip Mini Drone Set

All product titles must adhere to the [Woolworths MarketPlus Product Title Standards](#).

Product Description:

- The product description must clearly display the **Open Box / Damaged Box definition** at the top of the description using the following wording (or equivalent wording conveying the same meaning):

Open Box / Damaged Box

This product is **new and unused**. The original packaging may have been opened, damaged or replaced during handling or transit.

The product itself remains in **new condition and fully functional**, and includes all essential accessories required for normal use.

Condition:

- All Open Box / Damaged Box product listings must use the **'New' product condition**.

Sellers must **not use 'Refurbished' or 'Used'** when listing Open Box / Damaged Box items.

GTIN:

- Sellers must include **validated GTIN information**.

Product Images:

- Product images must adhere to the [Woolworths MarketPlus Product Image Requirements](#).

Customer Expectations

Customers purchasing an Open Box / Damaged Box item should expect:

- A new product in unused condition
- Full functionality
- Packaging that may be opened, damaged, or replaced
- All essential accessories included
- Standard BIG W Marketplace returns and change-of-mind policies apply

How Open Box / Damaged Box Differs from Refurbished

Open Box / Damaged Box items differ from refurbished items.

Open Box / Damaged Box

A new product where packaging may be opened or damaged.

Refurbished

A previously owned product that has been inspected, tested, cleaned, and restored to full working order.

Any products that show cosmetic wear, scratches, dents, or signs of use must be listed under the appropriate refurbished condition grade, not Open Box / Damaged Box.

Seller Responsibilities

Sellers listing Open Box / Damaged Box items must:

- Accurately represent the product condition

- Ensure the item meets the definition and eligibility requirements in this policy
- Package the item securely for shipping
- Provide all essential accessories required for normal operation

Failure to comply with these standards or any part of this policy may result in enforcement action.

Sellers are responsible for promptly removing or correcting any listings that no longer meet these requirements.

BIG W reserves the right to remove non-compliant listings or take further enforcement action at its discretion.

Sellers who fail to meet policy standards may face one or more of the following actions:

- A formal breach notification.
- Termination as a seller on BIG W Marketplace.

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