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BIG W Refurbished Program Seller Policy

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

What is BIG W Refurbished?

The BIG W Refurbished Program allows approved sellers to offer high-quality refurbished products to BIG W customers.

- Only approved for certain categories, eligible products must be thoroughly tested, inspected, cleaned, and repaired (if applicable) by the seller.
- Only approved sellers who consistently meet our strict quality and performance standards are eligible to participate in the program.
- For details on product eligibility, refer to the eligibility criteria below.

How to Apply: Eligibility Criteria

The BIG W Refurbished Program is currently **invitation only**, with a select group of approved sellers participating in the program. BIG W will directly contact eligible sellers who meet our refurbishment and performance standards.

Once invited, sellers must meet the following eligibility requirements to participate:

- **Sellers must hold a current second-hand dealer licence or registration** where required under state or territory legislation (VIC, NSW, WA, ACT, QLD, TAS, SA, and NT). Confirmation of current licensing is a

mandatory requirement for participation in the program.

- **Demonstrate Authorised Sourcing** through one of the following:
 - Direct manufacturer refurbished.
 - Authorised distributor or specialist refurbisher.
 - Proof of trademark/IP ownership (for private label refurbished items).
- **Commit to BIG W Quality Standards:**
 - All refurbished products must be inspected, repaired (if needed), cleaned, and tested to function.
 - A minimum **12-month warranty** must be offered on all refurbished items. This warranty must, at a minimum, cover defects in materials, workmanship, and refurbishment quality under normal use. It must include repair, replacement, or refund at no cost to the customer where the product fails within the warranty period, excluding damage caused by misuse, unauthorised repair, or normal wear and tear.

This warranty operates in addition to customers' rights under the Australian Consumer Law, which cannot be excluded.

- Must offer **30-day change of mind returns** to customers. The 30-day change-of-mind return policy must allow customers to return eligible products in original condition for a full refund, excluding shipping costs. Sellers may offer a longer period at their discretion.
- Sellers must cooperate with any requests for documentation, inspection, or product samples to confirm compliance.

Refurbished Product Listing Requirements

In addition to the [Woolworths MarketPlus Product Listing Policy](#), sellers must comply with these specific refurbished product listing requirements:

Brand:

- Must use the original manufacturer's brand (e.g., Samsung), not the seller's name or brand.

Product Title:

- Must clearly include "**Refurbished**" at the beginning of the title and the BIG W refurbished grade at the end.

Example:

Refurbished Samsung Galaxy S21 128GB (Excellent)

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

Product Description:

- Must clearly list all included accessories and components (e.g. charger, power cord, attachments). If any standard accessories are missing or replaced with a compatible alternative, this must be stated.

Condition:

- All refurbished product listings must use the '**Refurbished**' product condition. **Do not use 'New' or 'Used'**.

GTIN:

- Sellers must include validated GTIN information.

Product Images:

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

Product Content Restrictions:

- No mention of seller name or branding in titles, description, or images.
- No exaggerated or misleading claims.

Bundles:

- Not permitted, except for PCs with essential accessories (keyboard, mouse).

Product Restrictions and Quality Standards

Product Restrictions:

- Only products with electrical or mechanical components that can be tested for functionality are allowed.
- Categories permitted include: mobile devices, laptops, computers & accessories, wearables, and small appliances.
- Products with hygiene/safety risks are prohibited. BIG W may remove products deemed unsafe, unhygienic, or unfit for refurbishment.

Quality Standards:

- All refurbished products must:
 - Be tested and verified to function.
 - Be cleaned and sanitised.
 - Meet cosmetic and functional standards.
 - Sellers must provide a minimum **12-month warranty**.
 - Battery-powered devices must have **at least 80% battery health capacity**. Products graded **As New** must have **at least 90% battery health capacity**.

- Only approved refurbished condition grades (Grades “**As New**”, “**Excellent**” and “**Very Good**”) are permitted on the platform:

Condition Grade	Condition Definition
AS NEW	Indistinguishable from a new product in look and feel, with no visible signs of wear . Tested, cleaned, and fully functional, with battery health of at least 90% .
EXCELLENT	Like new in look and feel, with minimal to no visible wear . Tested, cleaned, and fully functional, with battery health of at least 80% .
VERY GOOD	Light visible cosmetic wear such as minor scratches or marks. Tested, cleaned, and fully functional, with battery health of at least 80% .

- BIG W may introduce additional grades in future.
- Include all essential accessories required for normal use (e.g. chargers, power cords, or attachments). Accessories may be new or equivalent-quality replacements but must be fully compatible and functional.
- Be packaged in original manufacturer packaging where available, or in clean, secure, plain packaging that protects the product during transit. **Packaging must be free of markings or labels from previous owners.**
- Sellers must ensure all refurbished items listed are **securely wiped of any previous owners’ data** prior to resale. Devices must be restored to factory settings using methods that make personal information non-recoverable, in line with Australian Privacy Laws.

Pricing and Customer Promise

Pricing

- Refurbished items must be priced to **provide customers with a clear value advantage**. Accordingly, refurbished products should be listed at prices lower than the equivalent new products’ retail price.

Customer Promise

- All sellers must offer **30-day change of mind returns** to customers (BIG W Marketplace policy), with customers paying return shipping for change of mind returns.
- Minimum **12-month warranty** is to be offered on all refurbished products. Sellers are responsible for handling warranty claims in line with BIG W Marketplace policies. This warranty operates in addition to customers’ rights under the Australian Consumer Law, which cannot be excluded.

Enforcement

- Non-compliant listings may be removed.

Compliance and Enforcement

BIG W and Woolworths MarketPlus (WMP) will monitor refurbished seller performance through return rates, customer ratings, and quality metrics. Sellers are expected to maintain consistent standards in line with this policy and cooperate with any requests for documentation, inspection, or product samples to confirm compliance.

To maintain compliance with BIG W Refurbished quality standards, sellers are expected to meet the following performance benchmarks:

- **Quality-Related Returns:** The rate of quality-related returns—including returns due to Damaged on Arrival, Faulty Items, or Missing Parts—must be kept **under 5%** of total units shipped.
- **Product Ratings:** The overall average product rating should be **above 4.0**.

ⓘ 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.
- Suspension from the refurbished program.
- Termination as a seller on BIG W Marketplace.

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