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Statement on acceptable use and dealing

Woolworths MarketPlus strives to provide high quality and professional service to all of its sellers, respond to sellers' queries courteously and promptly and resolve their issues efficiently.

Sometimes due to ticket volumes or other external events, we cannot always respond as quickly as we would like and some issues may take longer than we would normally expect to resolve. However our expectations are that sellers treat our team members with dignity and respect.

Woolworths MarketPlus takes the health and wellbeing of its team members seriously and has zero tolerance for any behaviour towards them that we believe is deliberately insulting, abusive, threatening, intimidating, or which constitutes harassment (including sexual harassment), or which may cause our team members distress. Sellers who engage in this type of behaviour will have action taken against their accounts, which may include permanent store removal.

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