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In This Article:



Woolworths MarketPlus / Legal, Policies, Safety and Compliance / Policies

Woolworths MarketPlus Seller Service Level Agreement Policies (SLAs)

Note: The SLAs outlined on this page will come into effect on **8 September 2026**. For the current Service Level Criteria and Seller Service Standards, please see the below pages:

- [Service Level Criteria](#) (Specifically PART 5: SERVICE LEVEL AGREEMENT within the latest Seller Services Agreement)
- [Seller Service Standards](#)

Woolworths MarketPlus expects Sellers to adhere to a series of important policies to maintain reliable buyer experience, reduce friction, and build long-term buyer trust for our shared customers.

Order Fulfillment SLA Policies

Item	Action to be taken	Timeframe
Proof of Shipping	Upon request, Sellers must be able to provide proof of shipping that shows the delivery address, recipient name, tracking number, and delivery status. Example documents include a copy of the shipping label, a copy of the consignment information page of the courier, and proof of delivery. If multiple orders were dispatched, Sellers must provide delivery tracking and proof of shipping with respect to all orders.	2 business days of being requested

Cancelling an Order	If an order cannot be fulfilled (e.g. due to stock unavailability, a delivery address outside the courier's service area), Seller must cancel the order by issuing a refund in the Seller Portal within the stipulated timeframe.	2 business days of receiving the order(s)
Non-Delivery of an Order	Sellers are responsible for ensuring customers receive the products ordered, including producing a suitable replacement or issuing a full refund if products become Lost in Transit (LIT). If a customer reports a non-delivery of an order, Seller must provide a resolution within the stipulated timeframe.	8 business days of being notified
Returned to Sender (RTS)	In the event a dispatched product is returned to sender, Seller must provide a resolution to the buyer within the stipulated timeframe by either providing a full refund to the customer or sending a replacement. If RTS was due to Seller's error, Seller must cover any costs related to the delivery of the product.	2 business days from receiving the returned product(s)

Customer Service SLA Policies

Item	Action to be taken	Timeframe
Issues with Products	If a customer reports issues with products received (e.g. damaged on arrival, faulty item, or missing parts), Seller must provide a resolution within the stipulated timeframe. The resolution must fully comply with the Australian Consumer Law (ACL) and typically involve a refund, repair, or replacement.	8 business days of being notified
On-Time First Response Rate	When a new customer enquiry ticket is raised, Seller must submit a first response within the stipulated timeframe.	1 business day of being notified
Escalations	If the customer is unable to reach a reasonable resolution with Seller, the customer can escalate this matter to Woolworths MarketPlus for review. Seller must cooperate fully with Woolworths MarketPlus, who will seek to resolve the dispute within the stipulated timeframe. Woolworths MarketPlus will use all reasonable endeavors to assist Seller and the customer in resolving the problem. This includes but is not limited to escalations raised by the customer through the Woolworths MarketPlus Platform, PayPal or other payments services providers, government bodies or other dispute resolution mechanisms.	5 business days from when the escalation was raised by the customer

	Depending on the circumstances, acting reasonably, Woolworths MarketPlus may determine the resolution where the parties are unable to reach agreement in accordance with clause 23 (Returns, Refunds and Escalations) of the Seller Services Agreement and our applicable Platform Policies.	
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Additional Woolworths MarketPlus Policies

Woolworths MarketPlus also has a series of policies outlining in more detail what we expect from our Sellers. See the full list of policies [here](#).

Accountability for SLA policies

To ensure we consistently deliver on our promise to buyers, these operational metrics will be actively monitored.

If a Seller fails to meet any Woolworths MarketPlus policy, Woolworths MarketPlus may take action against the Seller ranging from a reminder, to store suspension or termination at its discretion.

Woolworths MarketPlus aims to be transparent and work with Sellers where they may fall short of our expectations and, without limiting any rights Woolworths MarketPlus may have under the Seller Services Agreement, the below table details the different levels of reminders and warnings we may issue depending on the issue or policy breach.

Breach Level	Description	Action
Level 1 - Reminder	Minor issue or policy breach	A reminder email and/or training if required
Level 2 - Warning	Medium issue or repeated/continued level 1 policy breaches	Store placed under monitoring for 30 days - may result in further action
Level 3 - Warning	Significant issue or repeated/continued level 2 policy breaches	May result in store suspension at Woolworths MarketPlus' discretion
Level 4 - Account Review	Major issue or continued/repeated level 3 policy breaches	May result in termination at Woolworths MarketPlus' discretion

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