

Frequently asked questions

I bought the item as a present, but the person I bought it for already has one. Can I have my money back?

Yes. If the item is returned in the original packaging, with proof of purchase and within 30 days of the purchase date, it's covered by our 30 Day Refund Policy.

I got the item home, but it does not work.

Check to see if it is covered by a Manufacturer's Helpline by looking at the information plate.

If it doesn't have an information plate, you should be able to find the manufacturer's contact details at www.aldi.com or they will be in the product's packaging or manual. If, after checking all this, you're still unsure, your store manager will be able to help. Please remember, you will need to provide proof of purchase in all instances so please keep your receipt safe.

The item is obviously faulty but I bought it over 30 days ago.

Just because your purchase isn't covered by our 30 Day Refund Policy doesn't mean we can't help.

To help resolve your problem as quickly as possible, please check the information plate to see if the item is covered by a manufacturer's guarantee and helpline service.

Please remember, you will need to provide proof of purchase in all instances. So please keep your receipt safe.

I bought the item two years ago, and now it's developed a fault.

Relax...it may still be covered by a manufacturer's guarantee. Just check the information plate. And, don't forget, you will also need proof of purchase.

Please note: to help prevent fraud, Aldi Store Management could ask for the name and address of everyone who is given a refund or replacement item. Aldi may take legal action against anyone who we think is involved in fraudulent activities.

Customer Take Back Policy

As part of our commitment to minimise the disposal of waste electrical and electronic equipment (WEEE) in unsorted municipal waste and to achieve a high level of collection of WEEE for treatment, recovery and environmentally sound disposal, Aldi stores have made available to customers purchasing new products, an In Store Take Back Facility of old electrical items when purchasing a like for like replacement.

Electrical and electronic equipment (EEE) contains materials, parts and substances which can be dangerous to the environment and harmful to human health if not disposed of correctly.



Equipment which is marked with the WEEE crossed out wheeled bin logo should not be thrown away with your household waste.

This offer may be taken up within 28 days of purchase with a sales receipt



www.aldi.com



Our guarantee to you

Relax

Everything's covered by our 30 Day Refund Policy

Sometimes you can buy something and when you get it home, it's 'just not quite right'.

We understand this. So we're happy to refund or replace any item you buy from us. As long as you **return the item within 30 days of purchase – with a receipt**, in original and undamaged packaging, complete with any accessories such as headphones or remote controls – the Aldi 30 Day Refund Policy is available to every customer.



Here's a bright idea

Why not keep all your Aldi receipts together in this leaflet? Then you'll always know where they are if you ever need them.

IMPORTANT

The Aldi 30 Day Refund Policy and Manufacturer's Warranty do not affect customers' statutory rights.



Manufacturer's Warranty

All of our weekly non-food specials have a warranty lasting anything from 12 months up to 3 years.

There's an information plate on the back of lots of these products that gives you all the details you need to get in-touch with the manufacturer. Because, if you're having any problems, it's best to give their helpline a call first. **Please keep your receipt handy when you call the helpline operator.**

The information plate looks like this...



Period of manufacturer's warranty in months

Helpline numbers

If your purchase doesn't have an information plate, you should be able to find the manufacturer's contact details at **www.aldi.com** or they will be in the product's packaging or manual.

If, after checking all this, you're still struggling, your store manager will be able to find the addresses or phone numbers you need.