

## Full Terms and Conditions

### D1 Best Quote Guarantee Service

1. Available to all D1 Store personal/consumer & small business customers who have purchased a quotation from D1 Store, whether that is online or in-store.
2. If you see D1 Store has advertised the product at a discount below RRP, you're also able to submit a quotation guarantee claim for the difference within 7 days of receiving your purchase. This excludes coupon codes and quotations from D1 Store.
3. Items must be identical (eg. Australian Stock, SKU, Brand New).
4. Quotations that have been paid that contain multiple items (SKUs) whereby not every item has a price drop (not like for like quote or advertised deal) will be viewed at a case-by-case basis (utilising methods such as discount percentage or amount discounted) as the original quotation paid may have factored in a discount or discount greater than what the claimed quote has offered.
5. Items must be in stock with an eligible retailer, which are:
  - a. An established Australian Business with an ABN
  - b. Can be online or in-store but must ship from Australia.
  - c. Shipping charges will be factored into the total cost.
  - d. Must be GST Inclusive, otherwise GST will be factored into the total cost.
  - e. Examples: JB Hi-Fi, DJI, Harvey Norman.
6. Quotation Guarantee Claim is only available from the day the purchase was made until 7 days after the delivery is received by the customer (delivery date is based on the tracking information provided by the courier).
7. You can only make 1 claim per Quotation.
8. D1 Store will not honour a claim if we determine the evidence provided was fake, expired or falsified in any way.
9. Continual false claims will result in a ban from the Quotation Guarantee System.
10. The following prices are ineligible for Quotation Guarantee Claims if the offer is:
  - a. Second-hand or refurbished items.
  - b. Products that are on clearance, liquidation, auction/warehouse or likewise sale items.
  - c. Inclusive of cashback or gift cards.
  - d. Commercial Quantities.
  - e. Online Only Retailers or GST-Exempt Retailers.
  - f. International Retailers (Must be Australian Stock)
  - g. Gumtree, Marketplace, eBay and other channels of similar nature.
  - h. Corporate or Staff Benefit Price.
  - i. Incorrectly Priced Items.