

**Australian Competition and Consumer Commission**  
**MARS Matter Summary for Matter No: 1236865**

Branch: Legal Branch  
Office: Canberra  
Requestor: William Herron

Item	Description
	Matter Id: 1236865
	Complainant: [REDACTED]
	Address: [REDACTED] SA 5127
	Work Phone / Home Phone / Mobile / Fax / E-mail: [REDACTED]
	Method of Contact: Electronic Mail
	Matter Created By: Brine, Billy in Canberra on 02-Apr-2012
	Complaint Date: 23-Mar-2012
	Ministerial: NO
	Trader: Woolworths Ltd (Use for all supermarket entries) -
	Is the Complainant a Small Business? NO
	Is the Complaint ABOUT a Small Business? NO
	Is the matter about a Franchise? NO
	Conduct: 2-1 : 18 : General no breach
	ANZSIC Code: 4000
	Product / Service: petrol ret
	Matter Description: Both myself and my husband hold a rewards card with Woolworths. Woolworths were recently advertising between 4 and 8c per litre off of fuel when spending \$30 or more at Woolworths. I spent over \$30 and received a receipt saying the 8c had been credited towards my fuel purchase. When I went to purchase fuel the same day I was told I did not have any discount on my card. A few weeks later the same thing happened on my husbands card. Both times we had filled our cars with petrol and did not receive the discount, equating to approx \$5 out of pocket on each occasion. I wrote to Woolworths rewards and asked that we be reimbursed for the \$10 out of pocket by way of a voucher towards fuel or groceries. They contacted me to say they did not have the facility to do that and could not compensate me for the out of pocket expense. I am extremely unhappy that such a big company can advertise a discount and can get away with not honouring it. If this is happening to a number of consumers it means that Woolworths is profiting from possibly thousands of everyday shoppers and should not be allowed to do so. This is false advertising.
	Response / Pamphlets Sent: Coys are free to set the Ts & Cs of their contracts as long as they do not engage in M&D. The issues you raise are of a contractual nature and will depend on the Ts & Cs of the contract entered into. ACCC typically does not get involved in individual disputes; rather we assess matters with respect to the enforcement and compliance policy. If C wants to pursue action write LOD>seek legal advice or contact OFT>SCT.
	Complaint Actions: Intelligence

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Item	Description
	Referred: NO
	Escalated: NO
Is the call from a disadvantaged or vulnerable consumer?	NO
Is the call about an on-line trader or e-commerce issue?	NO
	Matter Type: Complaint