Competitive Pricing Policy

Medimart is focused on providing exceptional and knowledgeable customer service and offering a wide range of genuine quality goods at highly competitive prices.

The Competitive Pricing Policy applies to individuals (not businesses) shopping for goods ranged in Medimart stores only.

Please note Medimart value added services such as delivery, repair, training and guidance services are not included.

Price Match Conditions

If a competitor, being another Australian therapeutic goods retail store, is offering a less expensive price on a product on an exact like-for-like basis, in its store or on its Australian website, Medimart may Price Match if:

- the price match is requested prior to purchase, in person at a Medimart store;
- the identical product (same brand, model / style), product offer or bundle is in stock and available for immediate sale by both Medimart and the competitor; and
- Medimart staff are able to verify the price and availability of the good.

Medimart will not match the competitor's price if:

- the competitor’s price is below Medimart’s cost price;
- the conditions for Price Match Conditions (above) are not met;
- the competitor's goods are:
    - a demonstration model, second hand or refurbished good;
    - sourced from a store or supplier that has special conditions or trading limitations, such as Duty Free stores, factory outlets, warehouses, clearance centres, or a business under an insolvency administration;
    - sourced from an unauthorised reseller; or
    - sourced from an online website that does not have a physical retail store in Australia.
- The competitor’s price is:
    - an “online only” offer;
    - a specially negotiated price or offer that is only available to a select group of people, such as a corporate rate, loyalty, subscriber or membership offer; or
    - discounted by means other than money, such as loyalty points, a discount voucher or coupon.

When a Price Match is agreed, no further discounts (including Medimart Staff or Medimart Member Discounts), or promotional offers, such as Bonus or Gift with Purchase, will be provided.

The agreed Price Match is only available at the time and day offered.