

ALDI SHOP&GO TERMS OF USE AND SALE (28/10/21)

1. INTRODUCTION

- 1.1. These Terms explain how to shop with us at ALDI's fantastic new ALDI "**SHOP&GO Stores**" with the ALDI "**SHOP&GO App**".
- 1.2. By using the ALDI SHOP&GO App you accept these Terms and agree to comply with this, we suggest you read them to make sure you are clear on what this means and what the ALDI SHOP&GO App can do for you.

2. GETTING STARTED

- 2.1. Once you have downloaded our ALDI Shop&Go App, you will need to complete the registration process and set up your ALDI SHOP&GO Account ("**Account**").
- 2.2. Our ALDI SHOP&GO App will take you through a series of tutorial screens which will assist you in setting up your Account. This will include registering one or more payment cards to your Account.
- 2.3. Once you have set up your Account, you will be able to enter the ALDI Shop&Go Store and use the ALDI SHOP&GO App to shop with us.
- 2.4. Details of your responsibilities in respect your Account (such as looking after passwords) can be found in our Standard Terms of Use for our Websites and Apps [Customer Services - Terms & Conditions - ALDI UK](#).

3. SHOPPING WITH THE APP

- 3.1. You will be required to log-in to your ALDI SHOP&GO App and present it to enter an ALDI SHOP&GO Store.
- 3.2. When you shop with our ALDI SHOP&GO App in an ALDI SHOP&GO Store you will create a "basket" of products which you can add and remove products from. You might hold those products in an actual basket, a trolley, or in some other way, these Terms always refer to it as a "basket" for ease of reference. If you enter as part of a group your group will have a shared basket (see "Groups" below for more information).
- 3.3. Our ALDI SHOP&GO App will take you through a series of tutorial screens which will demonstrate how you can, for example:
 - 3.3.1. add products to your basket on the ALDI SHOP&GO App via our in-store cameras;
 - 3.3.2. remove products from your basket on the ALDI SHOP&GO App via our in-store cameras; and
 - 3.3.3. manually amend your basket on the ALDI SHOP&GO App.
- 3.4. If our in-store cameras are not operational, you can add products to your basket by scanning them with your camera via the ALDI SHOP&GO App.

- 3.5. Once you have got the products you want in your basket on the ALDI SHOP&GO App, you may leave the Store, you will then be charged for the products in your basket (see “Payment” below for more details on how we will take payment).

4. PAYMENT

- 4.1. The price for the products you purchase in ALDI SHOP&GO Stores will be shown within the store, it will also then be shown on the ALDI SHOP&GO App. These prices are inclusive of VAT.
- 4.2. The price of the products in your ALDI SHOP&GO “basket” will be charged to the payment card registered to your account within 24 hours of you leaving an ALDI SHOP&GO Store.
- 4.3. If that payment fails, we may:
- 4.3.1. reattempt to charge the transaction against the same payment card at a later point; and/or
 - 4.3.2. charge the transaction against any secondary payment cards registered on your Account.
- 4.4. You will not be able to enter an ALDI SHOP&GO Store or purchase products with the ALDI SHOP&GO App if you do not have a valid payment card registered on your Account.
- 4.5. The ALDI SHOP&GO App will set out how you can use vouchers to pay for products in our ALDI SHOP&GO Stores. Please note that some types of voucher accepted in normal ALDI stores may not be accepted at ALDI SHOP&GO stores.
- 4.6. You cannot register pre-paid or gift cards to your Account or otherwise use them to make payment via the ALDI SHOP&GO App.
- 4.7. We reserve the right to check the validity and credit status of the payment cards added to your Account. We may refuse or cancel payments, or require that additional cards be added to your Account, depending on the result of these checks.
- 4.8. We reserve the right to take pre-authorisation payments from the cards registered on your Account when you enter an ALDI SHOP&GO Store. Details of the circumstances in which we will do this will be provided prior to your entry to such an ALDI SHOP&GO Store so that you can ensure you are comfortable with this before proceeding.
- 4.9. In using the ALDI SHOP&GO App to purchase products you accept that:
- 4.9.1. there may be a delay between your exit from the ALDI SHOP&GO Store and charges being made to the payment card(s) on your Account; and
 - 4.9.2. we are not responsible for any charges or other amounts which may be applied by your card issuer or bank or payment method provider as a result of our processing of the payment card(s) on your Account.

5. RECEIPTS

- 5.1. When your payment is complete an electronic receipt for the products which you have purchased will be accessible in your Account via the ALDI SHOP&GO App.

- 5.2. We encourage you to check your receipts to ensure that you are happy with the products listed. If you are not, the ALDI SHOP&GO App sets out how you can get in touch with us to correct any problems.

6. RETURNS AND REFUNDS

- 6.1. Products you purchase in an ALDI SHOP&GO Store come with the same guarantees and protections that you would receive in any other ALDI Store. Most importantly, while the process for filling your basket and making payment might differ, our Customer Services Team is here just the same. Please visit us at [ALDI Customer Service](#) for details of how to contact us.
- 6.2. Details of our Returns and Refunds policy can be found at [Returns & Refunds - ALDI UK](#). You will want to refer to the sections on “in store” returns, as this policy also deals with returning products purchased from our website at [ALDI UK | Homepage](#). If you are returning a product in this way your receipt (as proof of purchase) will be accessible via your Account in the ALDI SHOP&GO App.

7. AGE VERIFICATION

- 7.1. As with every ALDI Store, our ALDI SHOP&GO Stores operate a “Challenge 25” policy. This means you may be required to prove your age if you add any age-restricted products to your basket (such as alcohol). Please visit us at [Responsible Drinking - ALDI UK](#) for more details on our commitment to responsible drinking.
- 7.2. You may be given the option to digitally verify your age via the ALDI SHOP&GO App using in-built age estimation technology, the app will take you through a series of tutorial screens which will assist you with this. For more information about any personal data we collect during this process, please see our Privacy Notice. If this is unsuccessful, please simply speak to one of our colleagues in the ALDI SHOP&GO Store and they will be able to assist or manually confirm your age in the usual way.

8. ALDI SHOP&GO RESTRICTIONS

- 8.1. The products available in our ALDI SHOP&GO Stores may differ from those in normal ALDI Stores.
- 8.2. We may limit the number of individual products that can be purchased in ALDI SHOP&GO Stores or via the ALDI SHOP&GO App. These restrictions will be shown in store and/or via the ALDI SHOP&GO App.
- 8.3. We may restrict or terminate your use of the ALDI SHOP&GO App, or ask you to leave an ALDI SHOP&GO Store, if we believe your use of the App or behaviour in store is fraudulent, malicious or otherwise unacceptable.

9. GROUPS

- 9.1. These Terms will also apply to any other guests that attend an ALDI SHOP&GO Store with you. The ALDI SHOP&GO App will show you how you can add people to your group in this way. You are responsible for the actions of any such guests in store.

- 9.2. Your group will have a shared ALDI SHOP&GO “basket” (see “Shopping with the App” above). It is important to note that you will be required to pay for the products in your group’s basket, even if you did not personally add them to the basket yourself.

10. IN-STORE CAMERAS

- 10.1. These Terms outline how the in-store cameras in our ALDI SHOP&GO Stores work with the ALDI SHOP&GO App to give you a great checkout free shopping experience.
- 10.2. For more information about how our in-store camera systems operate, and how we will use the personal data that they capture, please see our Privacy Notice (which is available in the ALDI SHOP&GO App).

11. GROWING PAINS

- 11.1. We are still developing the ALDI SHOP&GO App and the ALDI SHOP&GO Store experience. This means there may be the occasional error in how our systems operate. If you have any problems please do not hesitate to speak to our colleagues in the ALDI SHOP&GO Store and they will be happy to help. If you have already left the store don’t worry, visit us at [ALDI Customer Service](#) for details of how to contact us.
- 11.2. We may need to suspend or restrict access to all or part of the ALDI SHOP&GO App or the ALDI SHOP&GO Store in-store functionality, which we may do without notice. This will usually be to deal with maintenance or upgrades to our systems.

12. LEGAL BITS

- 12.1. **Standard Terms:** These Terms sit on top of our Standard Terms of Use for our Websites and Apps [Customer Services - Terms & Conditions - ALDI UK](#), which also apply to your use of this ALDI SHOP&GO App. This includes our “Content Management Policy”. Those Standard Terms tell you all the basics about how we operate our Websites and Apps generally, whilst these Terms focus on what you need to know about the ALDI SHOP&GO experience. References to the “Site” or “App” within our Standard Terms should be read as references to “ALDI SHOP&GO Store” and “ALDI SHOP&GO App”.

The key difference to note is that products you purchase via the ALDI SHOP&GO App will not be subject to our online “Terms and Conditions of Sale”, as those terms only apply to purchases made via our website at [ALDI UK | Homepage](#).

- 12.2. **Privacy Notice:** For details of how we will collect and process any personal data which we collect via this App, please see our Privacy Notice (which is available in the ALDI SHOP&GO App).
- 12.3. **Conflicts:** In the event that these Terms conflict with any of the separate terms, policies and documents which they refer to, these Terms will take priority.
- 12.4. **Variations:** We may vary these Terms, and any of the documents referred to in them, at any time without further notice to you. Don’t worry, changes that we make will not apply to any purchases that you have already made with us.
- 12.5. **Governing Law:** These Terms are governed by English law and you can bring legal proceedings in respect of them in the English courts.