

TOYOTA Worth The Wait Gift Offer FAQs

How long do I have to redeem my gift?

Please make sure you will redeem the gift within 3 months of receiving your Personalised eDM redemption email.

How long will it take to receive my gift?

Whilst every endeavour will be made to deliver your gift as soon as possible, please allow 4-6 weeks for physical delivery of your gift.

Can I get my order delivered to a home or to my PO Box?

Delivery can only be made to a physical address within Australia. We cannot deliver to PO Boxes or international addresses. If a PO Box is your only option, please contact your local Australia Post branch to see if you can have your items sent there and held for your collection.

Is delivery included?

Postage and handling is included Australia wide on all Toyota Worth The Wait Gift Offers. There are no extra charges that you need to worry about when you redeem for any gift.

Can I change my mind & return my gift?

No gift returns are accepted for change of mind. Gifts are non-transferrable and rainchecks are not available.

What do I do if I have received incorrect/ damaged stock?

If you have received the incorrect item or damaged stock, please contact the Customer service team within 14 days of receiving your order via toyotamerchandise@toyota.com.au . We will then arrange to exchange incorrect items or replace damaged / faulty stock.

Gift availability:

All items included on the Toyota Worth The Wait Gift Offer Website have been included in good faith and on the basis that the items described were available in reasonable quantities at the time of publication.

Toyota cannot guarantee availability nor will be responsible if items are unavailable as a consequence of the failure of suppliers to deliver at all or on time or through any other circumstances beyond the control of Toyota. In this circumstance, an alternate item of equivalent quality and value will be supplied.

Toyota reserves the right to correct any errors and adjust the gift offering on the Toyota Worth The Wait Gift Offer Website at any time.

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