

Make the
MOST
of
Your
Membership



What is Costco?

Costco is a membership-only warehouse club, dedicated to bringing our members the best possible prices on quality brand-name merchandise.

We provide a wide selection of merchandise, plus the convenience of specialty departments and exclusive member services, all designed to make your shopping experience a pleasurable one.

The Costco Concept

At Costco, you'll find everything from groceries and electronics to clothing and cleaning supplies – all in one warehouse. We're able to bring you such great savings because of our enormous buying power, and you get to enjoy the convenience of one-stop shopping for your personal and business needs.

- Fresh foods
- Designer clothing
- Jewellery & cosmetics
- Televisions & computers
- Homewares
- Office supplies... and much more!

The Benefits of Membership

- Get the highest quality products at the best possible price
- Reduce the operating costs of your business and personal grocery bills
- Shop for everything from fresh food and electronics to clothing and cleaning supplies, all in one warehouse
- Our Double Satisfaction Guarantee: If you are not satisfied with a product or

your membership at any time; you are entitled to a full refund*

- Discover the quality of our exclusive private label Kirkland Signature
- Enjoy access to our specialty departments:
 - ✓ Optical Center
 - ✓ Hearing aids
 - ✓ Tyre Center
 - ✓ Fuel Station

Costco's Operating Strategy

Our goal is to provide our members with quality goods and services at the lowest possible prices. We are able to accomplish this by operating large, no-frills, low-cost facilities in the most efficient manner possible. We offer a wide range of nationally branded product categories with a narrow selection of the most popular items and styles within each category.

Our buying team selects products which appeal to business owners as well as members who shop for their home and family needs.

Our Merchandising Strategy

Costco is able to offer products at substantially reduced prices by eliminating many of the operating costs inherent in traditional retail stores. Products are packaged, displayed, and sold in bulk quantities in a no-frills, warehouse atmosphere on their original shipping pallets. This allows for efficient storing and moving of products into display / sell positions. Warehouses are self-service and the member's purchases are packed into empty product boxes.

How it Works

Your annual membership fees allow us to keep overhead costs down and pass the savings onto you. Our members can quickly recoup the cost of their membership through the money they save by shopping with us. Our no-frills philosophy means most of the merchandise is displayed on its original shipping pallets or on steel shelves. By handling product as little as possible, costs stay low.



FAQ

What are Costco's hours of operation?

General opening hours for warehouses are:
Monday to Friday 10:00 am to 8:30 pm
Saturday 9:30 am to 6:30 pm
Sunday 10:00 am to 5:00 pm

Some locations may vary. For hours including public holiday hours, please check with your local warehouse or www.costco.com.au.

Can I bring guests to Costco?

Each Cardholder can bring in two guests over the age of 18 years (we do not count children under the age of 18 years). Please note that guests cannot shop; only members are able to shop at Costco.

Where can I use my Costco Membership?

Your membership is valid and accepted at Costco locations worldwide. For a complete list, visit www.costco.com.au

*Please read Member Privileges and Conditions for conditions on our website.

Inside Costco

A Treasure Hunt of Value

If you've ever spoken with a Costco member, you've probably heard them brag about their latest find at our warehouse. We call those treasure hunt items and they are offered in various departments throughout the year.

Luxury

From stand mixers to designer jeans, our buyers are always on the look-out for products with that certain "wow" factor.

You'll find cashmere sweaters, high thread-count linens, diamond jewellery and fine wines from around the world, all at great Costco prices.

Events

Costco regularly holds roadshows and events for our members throughout the year. These events are to showcase new items or for us to introduce one-off items to our members that we will not typically carry all year round.



Product Demonstrations
Throughout the warehouse you will find samples of Costco items for you to try before you buy!
We like to offer you a taste of our new items.

Entertaining the Costco way

Our members know that they will find many clever ideas to cater for any event. We offer items that will turn every meal into a special occasion. You'll find many gourmet items as well as the basics, all at the great quality and value our members expect. Whether you're preparing a simple family dinner or getting ready for a grand affair, make it the Costco Way!



PARTY TIME PLATTERS

Take the fuss out of your next event. We offer a range of ready made platters everyday at your local warehouse. Costco members can also order custom birthday cakes and deli platters on-line. Sponge cake designs include soccer, clown, princess and more. Choose your platter from Prawn, Hye Roller, Chicken Wing and Sandwich platter. See www.costco.com.au for details and to place orders.

Great place to shop for those BIG occasions! We have a few family get togethers coming into the busy Christmas season and Costco is my first stop to stock up on all my holiday food needs.

Darren,
Member since 2012



Run Your **Business** for **Less** with Costco

Reduce your operating costs with Costco's business membership. The range of products and prices at Costco provide exciting savings, opportunities and resale options.

How we Benefit your Business

- No minimum quantity means you can reduce your inventory investment and test new items.
- Immediate availability: open 7 days a week. No hidden charges and all prices are posted.
- Purchase supplies and resale merchandise from one source.
- Email and pull program for members buying in pallet quantities.
- Your Costco membership entitles you to shop at over 726 Costco's worldwide.

Everyday Supplies

Purchase items like tea bags, copy-paper and stationery at prices consistently below those of traditional wholesale or retail outlets.

Office Necessities

Find great deals on occasional purchases like digital cameras, computers, business software and furniture.

Resale Goods

Buy products at our warehouse for resale at your business.

- Restaurants: Gourmet cheeses, quality meats, fresh produce, fine wines.
- Cafes, snack bars: Cases of soda, juice and water, bulk size confectionery packs, trays of muffins, and more.

Meetings & Celebrations

Do away with pricey catering and simplify your preparations for meetings, events and celebrations. Costco offers a full range of ready-made and made to order salads, entrees, cakes, party platters and baked goods as well as a great selection of disposable utensils, plates and cups.

Personal Items

Take advantage of your Costco membership to purchase for your own personal needs at low warehouse prices. Save on personal items like groceries, books, household items, cleaning supplies, clothing, and recreational and seasonal items.

What our **Members** Say



“We love Costco!

Vend Australia have been members since May 2010, having been recommended by an associate. Costco is the wholesaler of choice when it comes to such things as purchasing shelving for our storage sheds, bulk catering items for functions and for some time now they have been able to supply stock for our business at the best prices in town! Shopping at Costco is always a delight!

The staff are very friendly, they go out of their way to help and due to the volume of stock we are purchasing these days we have established good relationships with them. It is not unusual to receive a personal phone call advising of special prices or just to keep them in mind when ordering. There is always help when bulk items need loading onto trolleys, and the warehousing staff pride themselves on loading our pallets with precision, (even understanding the quirkiness of our transport vehicles).

I particularly enjoy the personal shopping experience, in fact I usually volunteer to do the pick ups so that I can pick up our favourite items such as the lamb cutlets, lamingtons and of course, champagne! Even my dogs benefit with the beautiful Kirkland brand bedding! All these things combined with the excellent “can do” attitude of the staff at Costco are good reason why we will continue to do business with them.”

Catherine,
Business Member, Vend Australia.

Kirkland Signature

Guaranteed to meet or exceed

Our line of products was developed in 1995 from our first headquarters, then in Kirkland, Washington. We saw a gap where the right product wasn't available – either because it hadn't been created yet or because it didn't represent a value to our members – so we developed our own. Costco's Kirkland Signature products are all designed from scratch to meet or exceed the quality of other major national brands. It's true with everything from men's dress shirts to pet food to facial tissues. And, because Kirkland Signature products are exclusive to Costco, it's yet another reason to become a member!



DID YOU KNOW?

When jars containing Kirkland Signature Cashews were changed from round to square, the number of jars that could fit on a pallet increased from 288 to 432, saving 600 truckloads per year.



Guaranteed to meet or Exceed

Kirkland Signature is a cut above

What If You Could Create From Scratch The Perfect Product - Say, A Men's Dress Shirt?

It would have features found in the top-selling shirts: unbreakable buttons, cross-stitching for longevity, single-needle tailoring and a split-back yoke with a pleat, which is a way of making a shirt more comfortable at the shoulders. It would be wrinkle resistant so that it keeps that crisp, fresh-pressed look throughout the day, and stain resistant for those little mistakes. Finally, it would cost a lot less than the other comparable shirts on the market.

That's what Kirkland Signature™ products at Costco are all about. In cases where the right product isn't available – either because it hasn't been created yet or because it doesn't represent a value to members - Costco creates its own. It's happened with everything from men's dress shirts to pet food to facial tissue. About 6% of the products you see now in the warehouse carry the Kirkland Signature label and that percentage is increasing.

Your Blueprint to Savings



Treasure Hunt

We call Costco's shopping experience a treasure hunt because you never know what the next aisle has in store.

From luxury goods to the latest trends, you'll never tire of our amazing finds.



Apparel

We're offering up the "IT" brands in jeans, handbags, outerwear, and even footwear. Rapidly changing inventory means you can always score an incredible, the-kind-you-brag-about deal.



Our Brands

Our brands include the best in the business. As a member, you'll have access to our award-winning top-rated Kirkland Signature products, boasting a sterling reputation of delivering the same or better quality than their name brand comparisons. And, because it's ours, we can keep prices low.



Member Services

Costco is a one-stop-shop and as well as your shopping you can have your tyres changed, your hearing and your eyesight checked and even fill up your car with fuel.



Our Buyers

Our buyers work hard not only to find you the best quality products in each category, but also to negotiate extras you won't find anywhere else -like additional attachments on your kitchen mixers, or memory cards with cameras.

Fresh Food

The best Australia has to offer. The highest standards in produce, meat, fish, deli and bakery for your business or your home.



Return Policy

We guarantee your satisfaction on every product we sell with a full refund.



Community Involvement

Community Involvement is a key component of our operating model - we're committed to being good stewards of our communities. We host fundraisers throughout the year, donating time and money to children's hospitals, schools and a variety of other good causes.



Fine Wine

We're one of the largest retailers of fine wine in the world. Uncork an aged Bordeaux or delicious table wine at incredible savings.

*Liquor not available in QLD / SA. Costco supports the responsible consumption of alcohol.

Member Services

Here to Help

At Costco, we believe in helping you save money on everything you buy – even those items that don't go in a shopping trolley.



Optical

Our Optical Department features a huge selection of designer frames, a large selection of contact lenses, and the latest in designer sunglasses, all at terrific value. For all your Optical needs you can trust Costco to have unbeatable quality and value.

You will see a clear difference!

Services:

- Comprehensive 30 minute eye health and vision exam
- Binocular vision assessment
- Vision prescription assessment
- Vision field testing
- Glaucoma check
- Screening for diabetic eye disease, cataracts and macular degeneration
- Children's vision assessment
- Contact lens consultation
- Dry eye assessment
- Emergency appointments

Call to book an eye test appointment with one of our qualified optometrists.

Hearing Aid

Welcome to another Costco department that will save you money – The Hearing Aid Centre

Hearing aid technology is smarter than ever and Costco is proud to offer significant savings on the latest features, brands and styles. But we do more than fit you with a hearing aid, we'll teach you how to incorporate all of the new technology and capabilities into your everyday life. Each hearing aid purchase comes with the service and value you expect from Costco.

Product demonstrations, hearing tests to determine if your loss may be helped by hearing aids and follow up appointments are all free. Call your nearest warehouse to arrange an appointment with one of our qualified audiologists.



Tyre Centre

Stop by the Tyre Centre for professional installation of brand-name tyres while you shop. You will enjoy our low warehouse prices on the tyres of your choice including balancing and installation. Whether you drive a car, taxi, 4WD, or van, you will find the right tyres for your vehicle – at a price that won't drive you away!

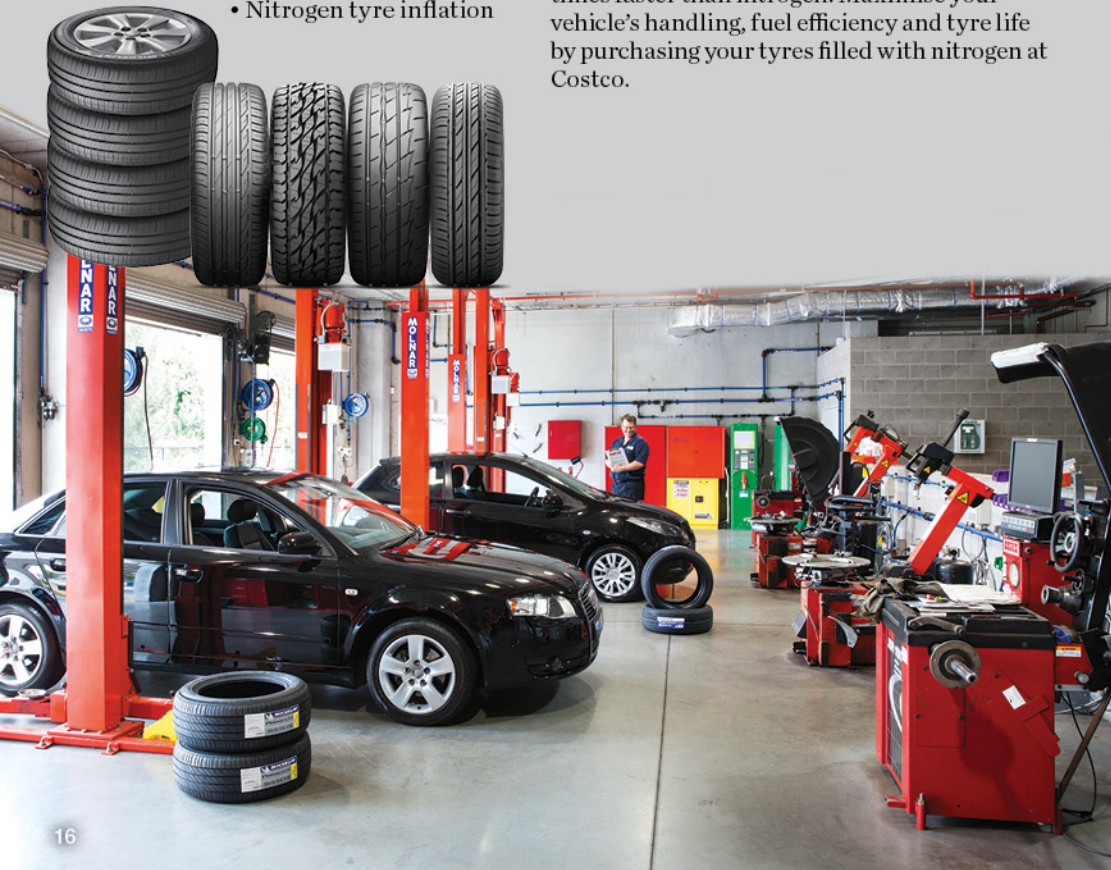
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While you shop, leave your vehicle with our Tyre Centre, because your time is valuable.

Services we provide:

- Tyre installation
- Premium balancing and rotations
- Flat repairs
- Special order tyres
- Nitrogen tyre inflation

Nitrogen is non-combustible, non-flammable, non-corrosive and is safe when used in tyres. It has a larger molecule size than oxygen and helps stabilise a tyre's inflation pressure.

Oxygen escapes from a tyre three to four times faster than nitrogen. Maximise your vehicle's handling, fuel efficiency and tyre life by purchasing your tyres filled with nitrogen at Costco.



Food Court

A taste of Costco!

After you have enjoyed our low prices on quality merchandise, relax and enjoy a quick snack at the Food Court. Fresh American style pizza, jumbo hot dogs, delicious sundaes, coffee, and refillable cold soft drinks await you and your whole family. Everything is made fresh each day, using only the best quality ingredients.



TRY OUR WORLD FAMOUS PIZZA



\$2.99
a slice

\$2.99 a slice or
\$14.99 for 18" full pizza

Fuel Station

Costco fuel stations offer our members great value on high quality fuel. We sell high quality fuel from MOBIL Australia. Our range includes E10, Premium 98 and Diesel at our NSW and QLD fuel stations as well as Unleaded 91, Premium 98 and Diesel at our VIC, SA and ACT fuel stations.

Our stations are designed for fast refuelling, with extra long hoses that allow you to fill from either side of your vehicle, the latest pay-at-the-pump operations and high-flow Diesel hoses for trucks. All grades of fuel at Costco contain a detergent additive for better fuel efficiency and to assist with optimal engine performance.

Costco stations are well-maintained, and feature the very latest technology for protecting our members and the environment. Our attendants are trained to comply with safety and environmental regulations.



FAQ

Why does my Bank statement show 3 Transactions when I filled up at Costco ?

Upon successful membership validation, transactions must be then 'pre-authorized' with a payment card.

This is to check there are available funds on the payment card before the fuel transaction can commence.

Once the transaction is completed, only the actual amount of the fuel purchase is charged to the card.

The "pre-authorized amount" is then released by the member's bank. The "pre-authorized" amount

held by your bank can take up to 14 business days to be released. The time of the release is dependent on the card issuing bank. Members are advised to check with their banks should they experience any delays in this authorisation process. For example, a Member selects to fill their car up to \$50 and only fills up to \$43.50. The three (3) transactions will appear :

The pre-authorized \$50 will appear (usually as a debit), the pre-authorized \$50 will be released/returned after the transaction (this will be a credit), the \$43.50 will be charged to the Members payment card.

Does Costco sell High Flow Diesel?

Yes. Costco has pumps that dispense high flow diesel specially installed for trucks.

Kiosks

Another department you can take advantage of as part of your membership is our Kiosk department. Kiosks offer our member's special items, that are made to order, and are either delivered direct to the member and in some cases installed by skilled professionals.

GRABER EnduraShed™

lifestyle SPAS

Scientia COFFINS & CASKETS

Sealy



Our Kiosks include:

- Lifestyle spas & swim spas
- Graber window blinds & shutters (with free in home/office consultation and quote)
- Endura garden sheds

- Sealy posturedpedic beds & mattresses
- Scientia coffins & caskets

Each Kiosk has brochures that detail different model selections and information regarding delivery.

Costco Locations

Adelaide - SA

404-406 Churchill Rd, Kilburn,
SA 5084

Phone: (08) 8360 3700

Email: adelaide@costco.com.au

Fuel
Station

Canberra - ACT

39-41 Mustang Ave, Majura Park
- Canberra Airport, ACT 2609

Phone: (02) 6246 7500

Email: canberra@costco.com.au

Fuel
Station

North Lakes - QLD

17-39 Cook Court, North Lakes,
QLD 4509

Phone: (07) 3482 8600

Email: northlakes@costco.com.au

Fuel
Station

Moorabbin - VIC - New Warehouse

8 Chifley Drive, Moorabbin Airport
VIC 3194

Phone: (03) 9300 9700

Email: moorabbin@costco.com.au

Fuel
Station

Crossroads - NSW

20 Parkers Farm Place, Casula,
NSW 2170

Phone: (02) 8778 7300

Email: crossroads@costco.com.au

Fuel
Station

Docklands - VIC

381 Footscray Road, Docklands,
VIC 3008

Phone: (03) 8602 0300

Email: docklands@costco.com.au

Marsden Park - NSW New Warehouse

43 Hollinsworth Rd, Marsden Park,
NSW 2765

Phone: (02) 9854 3700

Email: marsdenpark@costco.com.au

Fuel
Station

Ringwood - VIC

29 Bond Street, Ringwood,
VIC 3134

Phone: (03) 8873 6700

Email: ringwood@costco.com.au

Auburn - NSW

17-21 Parramatta Rd, Lidcombe,
NSW 2141

Phone: (02) 8756 4600

Email: auburn@costco.com.au

Epping - VIC - Coming Soon

Location maps available at

www.costco.com.au

Your membership card is valid at over 726

Costco's worldwide. Find international
locations at www.costco.com

Costco's Hours of Operation

General opening hours for warehouses are:

Monday to Friday 10:00am to 8:30pm

Saturday 9:30am to 6:30pm

Sunday 10:00am to 5:00pm

Some locations may vary. For hours
including fuel station and public holiday
hours, please check with your local
warehouse or at www.costco.com.au.



Like us on facebook at facebook.com/CostcoAustralia
for updates, events and new warehouse opening news.