

Spacetalk Price Match Policy – Terms & Conditions

Last updated: 11 August 2026

Spacetalk is committed to offering competitive pricing. If you find a lower price on an eligible Spacetalk product from an approved retailer, we will match it before you complete your purchase, subject to the conditions below.

1. Eligibility

This offer is available to retail/individual customers only and excludes trade, wholesale, or bulk purchase accounts. Price match requests must be submitted prior to completing your purchase; matches are not available on orders already placed.

2. Eligible Products

This policy applies only to the following products:

- Spacetalk Adventurer 2 Smartwatch – ST3-DK-1 (Dusk) / ST3-FT-1 (Frost)
- Spacetalk Adventurer 2 Essential Bundle – ST3-DK-1-KITV2 (Dusk) / ST3-FT-1-KITV2 (Frost)
- Spacetalk Loop Smartwatch – SK2-DK1 (Dusk) / SKW-FT-1 (Frost)

Accessories, replacement bands, SIM/mobile plans, and any other products not listed above are not eligible for price matching. Spacetalk may add, remove, or amend this list of eligible products at any time without notice.

3. Approved Retailers

Spacetalk will only match prices from genuine, authorised stock listed by the following retailers and marketplaces. Grey market, parallel import, or unauthorised listings do not qualify. For marketplace listings, only Spacetalk's official storefront is eligible.

- Australia – Retail: Big W, Costco, JB Hi-Fi, Kmart, Officeworks, Optus, Telstra
- Australia – Marketplace: Amazon (Spacetalk official storefront), eBay (Spacetalk official storefront), Qantas Shopping, Woolworths Market
- New Zealand – Retail: Noel Leeming, JB Hi-Fi NZ

Spacetalk may add, remove, or amend this list at any time without notice.

4. Matching Criteria

To qualify, the competitor price must be for:

- The identical product, including exact model, colour, and variant/SKU
- A new item, currently in stock and available for purchase at the competitor at the time of the claim
- The competitor's own current, advertised selling price, inclusive of applicable GST/tax
- Product price only. Delivery/shipping costs are excluded from the comparison, and Spacetalk's own shipping charges (where applicable, e.g. orders under our free shipping threshold) still apply

Limited time promotional pricing (e.g. Black Friday, EOFY, clearance events) is excluded. Qantas Shopping is matched on cash/sticker price only; points value is not factored in.

5. Proof of Price

Customers must provide a URL linking directly to the specific product page on the competitor's website. Generic links (homepage, search, category pages) will not be accepted. The offer must be live and active on that page at the time the claim is submitted. Spacetalk reserves the right to independently verify pricing and stock availability before approving a match.

6. Exclusions

Not eligible: limited time flash sales; promotional events; special one-day offers; price differences from currency fluctuations; pricing errors or clearly incorrect listings; clearance, refurbished, or out of stock competitor items; loyalty gated, subscription only, or personalised/targeted offers; cashback, financing, or bundle only pricing not comparable to a standalone Spacetalk purchase; grey market or unauthorised stock.

7. Process

Each eligible product page features a price match option, which opens a price matching form for you to submit your claim. Once submitted, our Customer Service team will review and aim to confirm eligibility within 24 hours. When approved, you will be emailed an invoice to complete your purchase on our website at the agreed price. This offer is valid for one week from approval, within which the order must be placed at the matched price. Approvals not actioned within this window may expire and must be resubmitted.

8. Limits

One price match may be applied per order.

9. Fair Use

Spacetalk reserves the right to refuse current or future price match requests from customers who submit repeated invalid, fraudulent, or bad faith claims.

10. Spacetalk's Discretion

Spacetalk reserves the right, at its sole discretion, to approve, decline, amend, or withdraw any price match request or the price match programme itself at any time, without prior notice.

11. General

This offer cannot be combined with any other discount, promotion, or offer unless otherwise stated. This policy does not affect your rights under the Australian Consumer Law or the New Zealand Consumer Guarantees Act / Fair Trading Act.

12. Severability

If any provision of these terms is found to be invalid, illegal, or unenforceable, that provision will be severed, and the remaining provisions will continue in full force and effect.

13. Contact Us

For questions about this policy, contact us by filling out the form at spacetalk.co/pages/contact-us.