

MEDIA RELEASE

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Bunnings trials new service to connect D.I.Y-ers with qualified tradies and service providers

Your next home project just got easier

Bunnings is looking to make home improvement even easier with the launch of its new Services Marketplace trial – a new program which will be available across 45 metro Sydney stores.

Through the pilot, Bunnings will refer customers to registered builder, TooEzi, who will coordinate qualified tradespeople and service providers for a wide range of installation, renovation or repair jobs.

To access the service, customers simply scan a QR-code in store and submit details of their job via an online form. From there, TooEzi matches the request with a qualified local trade or service provider, helping to ensure the work is completed efficiently and with minimal hassle.

The program will cover a broad range of tasks, including electrical, plumbing, carpentry, painting, kitchen installation, and general handyperson work. The approach aims to complement services currently available across the business.

Bunnings Chief Operating Officer, Ryan Baker said the trial is all about delivering best experience to customers.

“Bunnings Services Marketplace is about giving our customers more confidence and convenience when it comes to getting things done around the home.

“We know that finding the right tradesperson can be a challenge, and this trial is designed to make that process simpler, faster and more reliable.

“It’s an exciting step forward in our journey to become a true one-stop shop for home improvement,” said Ryan.

The trial will allow Bunnings to gather feedback and assess the customer journey to inform future phases of the program. And, as part of the commercial arrangement, Bunnings will earn a commission for each successful referral above a specified value.

For more information or to request a service, visit bunnings.com.au or speak to a team member at participating stores.

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About Bunnings

Bunnings is the leading retailer of home and lifestyle products for consumer and commercial customers in Australia and New Zealand. We are a major supplier to project builders, commercial tradespeople and the housing industry. Our store network is made up of 286 large warehouse stores, 65 smaller format stores, 31 trade centres and 7 frame & truss sites. In April 2020, Bunnings acquired South Australian retailer Adelaide Tools (now Tool Kit Depot), which now has 16 stores, and acquired Beaumont Tiles in November 2021 which has 116 stores.

