

7-Eleven Stores Pty Ltd
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Dear Customers,

7-Eleven is committed to supporting the local neighbourhoods we serve. Every day, our team are focused on meeting customer needs and keeping your local stores running smoothly.

We are currently experiencing unprecedented fuel demand, which is changing daily, and may temporarily impact some stores.

Serving our customer remains our ultimate priority, and we are working closely with our supply partner Mobil and delivery partners to keep up with the increased fuel demand.

We are closely monitoring delivery conditions and will continue to do everything possible to maintain service across our network.

We will continue to update you as more information becomes available.

Thank you for your understanding and support,

The 7-Eleven Team

Frequently Asked Questions

Q: The federal government has just announced a reduction to the fuel excise, when will fuel prices change at my store?

The Federal Government has announced a temporary reduction to the fuel excise, effective from Wednesday 1 April 2026. At many sites, we have fuel that was purchased under the usual excise amount, but over the course of the next week, as we sell through those tanks and refill with fuel purchased under the reduced fuel excise, we will pass on the excise reduction. However, prices are expected to continue to fluctuate based on a range of market factors.

Q: Why is fuel unavailable at my local store?

A: Some locations have experienced unprecedented demand across fuel grades, resulting in temporary disruptions. We are working closely with Mobil and our delivery partners to restore normal trading as quickly as possible.

Q: Are all fuel grades affected?

A: We aim to offer all fuel grades across our network, but in some locations, specific grades may be temporarily unavailable.

Q: Is the Fuel Price Lock feature in the My 7-Eleven app affected?

A: No, the Fuel Price Lock feature is operating as intended. Customers can continue to lock in their local fuel price for up to seven days. Customers should also refer to our My 7-Eleven App Frequently Asked Questions webpage for clarification on how Fuel Price Lock works.

Q: Who can I contact for help or enquiries?

A: Customers can call our Customer Support team at **1800 247 711**
Media enquiries can be directed to **media@7eleven.com.au**