

PAMPER Dry Cat Food - Money Back Guarantee Terms & Conditions

1. All consumers participating in the PAMPER Money Back Guarantee Promotion agree that the promotion rules as set out in these terms and conditions are binding to them.
2. The **PAMPER Money Back Guarantee** promotional offer runs from **1 April 2020 to 31 December 2020** after which date the promotion offer will automatically lapse and no further returns will be accepted.
3. Offer is open to residents of South Africa who purchase the product from a store or supermarket where any PAMPER 1.4kg or 2.9kg dry cat food is available for retail sale. This offer is not available for trade (commercial) or for wholesale purchasers, nor employees of the Promoter, it's associated companies, and agencies associated with the offer and their immediate families, who are all ineligible to claim.
4. If your cat is not satisfied with the PAMPER dry cat food product you purchased, then tell us why you were not satisfied with the product and we'll refund the purchase price. Claims can be made within 30 days of purchase and require proof of purchase receipt with the item circled. Claims are limited to one claim per household. Product will be collected from the physical address provided.
5. A consumer can only submit a claim if no more than 50% of the bag (product) has been used.
6. To claim your money back, contact PAMPER Consumer Care at consumerenquiries@pamperpet.co.za
7. The Promoter will only accept claims with the following information provided on the PAMPER product – Manufacturer date (this date should be after 13 August 2019), Best Before Date, Batch Code, Product Variety, Bag Size, Proof of Purchase Receipt, Proof of Banking Details and a Physical Address to collect the product.
8. The Promoter reserves the right to verify the validity of all claims received and reserves the right to disqualify any claimant for tampering with the claiming process. Any claim not complying with these terms and conditions is invalid.
9. Promoter is not responsible for any delayed or misdirected, or illegible claims.
10. All valid claims will receive a full monetary refund for the recommended retail price paid by the claimant.
11. Valid claims will be processed within 14 days of receipt by Martin & Martin South Africa. Claimants should allow 6 weeks from the date their claim is collected for delivery of their refund.
12. Martin & Martin South Africa is not liable for any bank charges, levies or any additional costs from the transaction. The Money Back Guarantee only applies to the cost of the product as per the proof of purchase.
13. For any queries on the promotion, please call Customer Care at 011 571 5300 between the hours of 08h30 – 16h30, Monday to Friday excluding weekends and Public Holidays.
14. All participating retailers will not be liable to refund or pay the consumer for the PAMPER Money Back Guarantee Promotion, throughout the promotional period. All

refunds in respect of the PAMPER Money Back Guarantee Promotion will be managed and refunded by Martin & Martin South Africa.

15. Martin & Martin South Africa, its agents and distributors cannot replace any lost or stolen products or returns.

16. Martin & Martin South Africa reserves the right to withdraw this offer in circumstances or any events beyond the Promoter's control, such as war, earthquakes, technical difficulties, disasters, calamities or similar circumstances.

17. Each claim becomes the property of the Promoter. All details will be held in accordance with the Martin & Martin privacy policy.

18. The promoter is Martin & Martin Pty Ltd of 9 Quality Road, Isando.

19. EXCLUSIONS AND OTHER IMPORTANT TERMS

20. Nothing in these Terms and Conditions is intended to, or must be understood to, unlawfully restrict, limit or avoid any rights or obligations, as the case may be, created for either the consumer or Martin & Martin South Africa in terms of the Consumer Protection Act, 68 of 2008 ("CPA").

21. Consumers acknowledge that this promotional offer will be managed in accordance with the provisions of the CPA. Consumers undertake to expeditiously do all things necessary to enable Martin & Martin South Africa to comply with their obligations under the CPA and any applicable legislation including, but not limited to providing such personal information as may be required in order to facilitate the refund. Martin & Martin South Africa shall use such personal information solely for the purposes of fulfilling its obligations arising from or in connection with this promotional offer.

22. Martin & Martin South Africa reserves the right to vary these Terms and Conditions by providing notice of such change. Any queries in this regard, and a copy of these Terms and Conditions can be obtained by visiting www.pamperpet.co.za

23. This promotion is only open to person's residing in South Africa.

24. These Terms and Conditions shall be governed by the laws of the Republic of South Africa.