

“JOINT GUARD LOYALTY” PROMOTION

TERMS AND CONDITIONS

1. Instructions on how to claim and the gift form part of these Terms and Conditions. Participation in this promotion is deemed acceptance of these Terms and Conditions. Offer not valid in conjunction with any other offer.
2. Claims are only open to Australian residents. Employees (and their immediate families) of the Promoter, retailers and resellers of the Participating Products (as defined below) and agencies associated with this promotion are ineligible to claim. Immediate family means any of the following: spouse, ex-spouse, de-facto spouse, child or step-child (whether natural or by adoption), parent, step-parent, grandparent, step-grandparent, uncle, aunt, niece, nephew, brother, sister, step-brother, step-sister or 1st cousin.
3. Promotion commences 1/5/2012 and closes 11.59pm AEDST on 31/12/2014 (“Promotional Period”).
4. To be eligible to claim the gift, the individual must purchase from an Australian veterinary clinic, pet retail store or online store six (6) of the same type and size of any of the following products (“Participating Products”) during the Promotional Period:
 - (a) Joint Guard Advance either: 150g Powder or 250g Liver Chews; or
 - (b) Joint Guard for Dogs either: 200g, 400g, 750g Powder or 250g Liver Chews.
5. For the sake of clarity, the claimant must make the same type and size product purchase to be eligible to claim the gift (e.g. 6 x 150g Joint Guard Advance).
6. To make a claim, the eligible claimant must during the Promotional Period:
 - (a) visit www.jointguard.com.au/loyalty and download the claim form;
 - (b) complete the claim form and attach a photocopy of their receipts recording the purchase of the six Participating Products; and
 - (c) send their completed claim form with the photocopies of the receipts attached to: Joint Guard Loyalty Program, PO Box 147, Glenorie NSW 2157.
7. The Promoter reserves the right, at any time, to verify the validity of claims and claimants (including a claimant’s identity, age and place of residence) and to disqualify any claimant who submits a claim that is not in accordance with these Terms and Conditions or who tampers with the claim process Errors and omissions may be accepted at the Promoter's discretion. Failure by the Promoter

to enforce any of its rights at any stage does not constitute a waiver of those rights.

8. Incomplete, indecipherable, or illegible claims will be deemed invalid.
9. Multiple claims permitted, subject to the following: (a) only one claim permitted per specified purchase requirement; and (b) each claim must be submitted separately and in accordance with claim requirements.
10. Claimants must retain their original purchase receipt(s) for all claims as proof of purchase. Failure to produce the proof of purchase for all claims when requested may, in the absolute discretion of the Promoter, result in invalidation of ALL of an claimant's claims and forfeiture of any right to an offer. Purchase receipt(s) must clearly specify the store of purchase and that the purchase was made during the Promotional Period but prior to claim.
11. If there is a dispute as to the identity of a claimant, the Promoter reserves the right, in its sole discretion, to determine the identity of the claimant.
12. The Promoter's decision is final and no correspondence will be entered into.
13. Every valid and correct claim received will be awarded the gift of one pack of the same type and size as the six packs that entitled the claimant to make the claim.
14. Claimants should allow up to 28 days, to receive their gift, from the date their claim form is received by the Promoter.
15. If the gift is unavailable, the Promoter, in its discretion, reserves the right to substitute the gift with a gift of equal value and/or specification.
16. Gifts are not transferable or exchangeable and cannot be taken as cash.
17. If this promotion is interfered with in any way or is not capable of being conducted as reasonably anticipated due to any reason beyond the reasonable control of the Promoter, including but not limited to technical difficulties, unauthorised intervention or fraud, the Promoter reserves the right, in its sole discretion, to the fullest extent permitted by law (a) to disqualify any claimant; or (b) to modify, suspend, terminate or cancel the promotion, as appropriate.
18. Any cost associated with accessing the promotional website is the claimant's responsibility and is dependent on the Internet service provider used.
19. Nothing in these Terms and Conditions limit, exclude or modify or purports to limit, exclude or modify the statutory consumer guarantees as provided under the Competition and Consumer Act, as well as any other implied warranties under the ASIC Act or similar consumer protection laws in the State and

Territories of Australia (“Non-Excludable Guarantees”). Except for any liability that cannot by law be excluded, including the Non-Excludable Guarantees, the Promoter (including its respective officers, employees and agents) excludes all liability (including negligence), for any personal injury; or any loss or damage (including loss of opportunity); whether direct, indirect, special or consequential, arising in any way out of the promotion.

20. Except for any liability that cannot by law be excluded, including the Non-Excludable Guarantees, the Promoter (including its respective officers, employees and agents) is not responsible for and excludes all liability (including negligence), for any personal injury; or any loss or damage (including loss of opportunity); whether direct, indirect, special or consequential, arising in any way out of: (a) any technical difficulties or equipment malfunction (whether or not under the Promoter’s control); (b) any theft, unauthorised access or third party interference; (c) any claim or gift that is late, lost, altered, damaged or misdirected (whether or not after their receipt by the Promoter) due to any reason beyond the reasonable control of the Promoter; (d) any variation in gift value to that stated in these Terms and Conditions; (e) any tax liability incurred by a claimant; or (f) the gift.
21. The Promoter collects personal information in order to conduct the Promotion and may, for this purpose, disclose such information to third parties, including but not limited to agents, contractors, service providers, offer suppliers and as required, to Australian regulatory authorities. Claim is conditional on providing this information. The Promoter may, for an indefinite period, unless otherwise advised, use the information for promotional, marketing, publicity, research and profiling purposes, including sending electronic messages or telephoning the claimant. Claimants should direct any request to access, update or correct information to the Promoter. All claims become the property of the Promoter.
22. The Promoter is Ceva Animal Health Pty Ltd (ABN 54 002 692 426) of 11 Moores Road, Glenorie NSW 2157.