



Terms and Conditions

Palatability Money Back Guarantee Program

1. The promoter is Royal Canin Malaysia Sdn Bhd (the "Promoter").
2. The offer is the ROYAL CANIN dry kibbles and Palatability Money Back Guarantee promotion (the "Offer").
3. The Offer is open to individual persons only. To qualify for the Offer, participants must reside in Malaysia or Brunei and be 18 years of age or more.
4. The Offer applies to purchases at pet shops or veterinary clinics that are trade partners of the Promoter and that display material to show they are participating in the Offer ("Trade Partner").
5. The below information on how to claim forms part of these terms and conditions. Any claim not complying with these terms and conditions is invalid.

Eligibility

6. This offer is open to Malaysian and Brunei residents aged 18 and over, with the exception of employees of the Promoter, their immediate families, agencies, or anyone else connected with this Offer.
7. By participating in this Offer, participants will be deemed to have accepted and be bound by these terms and conditions. Claims that do not comply with these terms and conditions may be refused.
8. Only one claim per household is permitted and no third-party claims will be accepted.
9. The Promoter reserves the right to change these terms and conditions at any time without prior notice.

How To claim

10. To make a claim for the money back guarantee participants must:
 - (a) Purchase a Royal Canin dry kibbles product from a Trade Partner in its original packaging. The purchase must take place on or before 31 December 2020. The Offer does not include online purchases.
 - (b) Return the product in its original packaging to the Trade Partner of purchase [within 30 days of the date of purchase, and](#) on or before close of business on 31 December 2020, with [a clear copy of the purchase receipt and](#) at least 80% of the [kibbles](#) remaining.

- (c) If the requirements in (b) above are satisfied, the Trade Partner will provide a link to the participant and the participant must then complete an online questionnaire while in the Trade Partner's store.
- (d) Subject to step (c) above being completed, the Trade Partner will provide the refund of the purchase price.
- (e) The Trade Partners may refuse any claim on the basis that any aspect of (a), (b) or (c) above has not been fully complied with.

General

- 11. The Promoter will not be responsible for rejected, misdirected and/or out of date claims.
- 12. The Promoter will not be responsible for any technical errors in internet access or telecommunications networks.
- 13. The Promoter will not be liable to the participants for any loss, damage or expense suffered or incurred by a participant in connection with this Offer.
- 14. The Promoter collects and holds personal information and content provided by participants in order to conduct this Offer. Failure to provide requested personal information may disqualify a participant from being able to claim their money back. The Promoter may disclose such information to third parties, including but not limited to agents, contractors, service providers and Trade Partners. The Promoter is required by law to provide information to law enforcement agencies and government regulatory authorities. The details of participants and personal information provided will be held in accordance with the Promoter's Privacy Policy, which can be accessed here: <https://www.mars.com/privacy-policy-malaysia>. Participants should direct any request to access, update or correct information to the Promoter. All claims will become property of the Promoter. By entering the Offer, each participant agrees for the Promoter to use their personal information provided and the contents of their claim indefinitely for marketing and advertising purposes without any further consent required and no remuneration provided.