



# TERMS AND CONDITIONS

## Food for Dogs Empty Bowl Guarantee

1. The promoter is Ridley Agriproducts Pty Ltd (ABN 94 006 544 145) (the "Promoter").
2. The offer is the Food for Dogs dry kibble Empty Bowl Guarantee promotion (the "Offer").
3. The Offer is open to individual persons only, subject to eligibility criteria below. To qualify for the Offer, participants must reside in Australia and be 18 years of age or more.
4. The Offer applies to purchases at Pet Stores or Rural Retailers 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

1. This Offer is open to Australian residents aged 18 and over, with the exception of employees of the Promoter, their immediate families, agencies, or anyone else connected with this offer.
2. 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.
3. Only one claim per household is permitted and no third-party claims will be accepted.
4. The Promoter reserves the right to change these terms and conditions at any time without prior notice.

## How To claim

To make a claim for the Empty Bowl Guarantee participants must:

- (a) Purchase a Food for Dogs dry kibble product from a Trade Partner in its original packaging and in the physical store. The Offer does not apply to online purchases.
- (b) Participants must introduce the kibble slowly into their dogs' diet as per the transition guidelines on the Food for Dogs website [foodfordogs.au] and continue to feed 100% Food for Dogs kibble for at least two days prior to making a claim.
- (c) Return the product in its original packaging to the Trade Partner of purchase within 21 days of the date of purchase, with a clear copy of the purchase receipt and at least 1kg of a 3kg bag and 15kg of 20kg bag of the product remaining. Returns must be made in person at the Trade Partner.
- (d) If the requirements in (a), (b) and (c) above are satisfied, the Trade Partner will record the participant's details in order to complete the claim, including but not limited to full name, email, phone number and post code.
- (e) Subject to step (d) above being completed, the Trade Partner will provide a refund for the full purchase price or a replacement bag of Food for Dogs to the same value as the initial purchase.
- (f) The Trade Partners may refuse any claim on the basis that any aspect of (a), (b), (c) or (d) above has not been fully complied with.

## General

1. The Promoter will not be responsible for rejected, misdirected and/or out of date claims.
2. 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.
3. 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 a replacement product. By submitting a claim, each participant agrees for the Promoter to use their personal information provided and the contents of their claim indefinitely in a manner that the Promoter deems fit, subject to applicable provisions of any legislation including, without limitation, privacy legislation. The Promoter Privacy Statement can be accessed at [www.foodfordogs.au/privacy-policy/](http://www.foodfordogs.au/privacy-policy/)