



Hill's Pet Nutrition South Africa (Pty) Ltd.
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Registration No. 2011/000960/07

Terms & Conditions

HILL'S PET NUTRITION SOUTH AFRICA (PTY) LTD - From Bowl to Ballito or Bali PROMOTION TERMS & CONDITIONS

PROMOTER NAME AND ADDRESS:

Hill's Pet Nutrition South Africa (Proprietary) Limited
Registration number: 2011/000960/07
16 Victoria Avenue, Hout Bay, Cape Town, South Africa

PROMOTION START DATE:

00h01 SAST on 15 January 2026

PROMOTION CLOSING DATE:

23h59 SAST on 31 March 2026

PROMOTION:

From Bowl to Ballito or Bali: Win a trip worth up to R200 000 or take the cash.

ENTRY SUBMISSION LINE:

+27 73 214 7155

PRIZE:

i) Ten Confirmed Winner's chose between a holiday/cash To the maximum value of R200 000,
ii) There are 261 spot prizes of a Field Bar drinks trunk available at Hill's stockists.

PROMOTION Ts & Cs

- Rules:** These terms and conditions (Ts & Cs) govern the competition for the "From Bowl to Ballito or Bali: Win a holiday voucher to the maximum value of R200 000 or take the cash." offer provided by Hill's Pet Nutrition South Africa (Pty) Ltd ("Promoter").

By entering into this Promotion, you agree, on behalf of yourself and any person with whom you may share any benefit with (ie spouse, life partner) (if applicable), to be bound by these Ts & Cs. If you do not agree to these Ts & Cs, you must not enter into this Promotion. The Promoter reserves the right, acting reasonably, to disqualify participants who do not comply with these Ts & Cs.

- Who may apply:** South African citizens and persons holding a valid work or residency permit, that is resident in the country may enter into this Competition, who is over the age of 18, and who meets the Criteria and who purchases a Qualifying Purchase from Hill's stockists as set out in more detail in these Ts & Cs ("Criteria").

3. This Promotion is not open to directors, members, partners, employees, agents or consultants, customers, customer's employees or affiliates, of the Promoter, any person who controls or is controlled by the Promoter, or any supplier of goods or services in connection with the Promotion, or their respective spouses, life partners, business partners or immediate family members.

In the event that the award of the prize under this competition would, in the discretion of the Promoter, result if the contravention of the Promoter's policies, the participant shall be disqualified from his/her entitlement and participation in this competition. Should the Promoter, at their discretion, determine that awarding a prize in this competition would violate their policies, the participant will be disqualified from receiving the prize and participating in the competition.

4. **Entry Submission:** To enter, Pet Parent must make a "Qualifying Purchase" (any Hill's Science Plan or Prescription Diet Product during the promotion period) and WhatsApp a clear and legible photo of the tax invoice or e-Commerce order confirmation to the number specified in the full Terms & Conditions (+27 73 214 7155) in order to be entered into the draw. Ensuring that the tax invoice or e-Commerce order confirmation is legible is the participant's sole responsibility.
5. **Qualifying Purchases:** The Qualifying Purchase must be made from any Hill's stockist.
6. **Qualifying Entry:** One tax invoice or e-Commerce order confirmation with one Hill's Qualifying Purchases equals one entry. A single tax invoice or e-Commerce order confirmation containing multiple Hill's qualifying items will still count as only one entry.

Tax invoice or e-Commerce order confirmation Validation: All submitted tax invoices or e-Commerce order confirmations will be subject to validation, which may include processing and verification by Artificial Intelligence (AI) to ensure compliance with the terms. Ensuring the tax invoice or e-Commerce order confirmation is legible is the participant's sole responsibility.

For purchases made via participating e-Commerce platforms, participants must upload a screenshot of their emailed tax invoice or e-Commerce order confirmation.

- a. **Screenshot Requirements:** In instances where the full invoice or order confirmation cannot be captured in a single screenshot, participants are required to submit a screenshot of the email ensuring that the Hill's stockist name, Qualifying Purchase and purchase date are clearly visible.
 - b. The Promoter reserves the right to validate the e-Commerce order confirmation with the e-Commerce partner.
7. **Participant's Responsibility:** By entering, the participant agrees to be bound by the Ts & Cs and warrants that all information provided is true and accurate. The Provisional Winner is responsible for providing all required verification documents within 24 hours of being notified.

As far as the law allows, all entries are treated as being entered into the competition at the time of receipt by the Promoter. It is your responsibility to ensure that your entry is received by us during the Competition Period indicated above. Any entries which are not received timeously will not be eligible to participate, regardless of the reason for the late entry. The Promoter and its affiliates are not responsible for any entries which are not received by it, regardless of the cause for non-receipt. The Promoter and its affiliates are not responsible for any problems or technical malfunction of any telephone or mobile network, computer system, server, or provider which may have hindered entry into this competition.

8. **Main Draw & Spot Prize Draw:** All participants which meet the Criteria will be entitled to enter the draw, where each tax invoice or e-Commerce order confirmation equals one entry. Entrants will be randomly selected by the Promoter and/or its affiliates and/or service providers via a draw. The draw will take place after the **31st March 2026** or as soon thereafter as reasonably possible. Ten Winners for the Main draw and 261 winners for the spot prize will be selected during the draw ("**Provisional Winners**").
9. **Winner Selection:**
 - a. The Provisional Winner will be contacted telephonically by no later than 7 days after the date on which they were selected pursuant to the draw. The Promoter will attempt to make contact with the Provisional Winner at least three times, but if the Promoter is unable to contact the Provisional Winner on the third attempt, the Provisional Winner will forfeit his/her prize and the Promoter reserves the right to select a new Provisional Winner.
 - b. The Provisional Winner will be required to provide the Promoter with any such information as may be required by the Promoter, including without limitation, certified copies of birth certificates, in order to verify and assess that the Provisional Winner satisfies the Criteria. Provisional Winners will have 24 hours from the time that they have been notified to submit to the Promoter the required documentation. The Promoter reserves the right, at its sole discretion, to disqualify the Provisional Winners if, based on the information submitted, the Provisional Winners do not satisfy the Criteria or the information submitted is fraudulent or inconsistent with the information previously submitted or if the Provisional Winner fails to comply with these Ts & Cs.
10. **Winner Selection:** The Promoter will assess the documents submitted in order to verify the accuracy of the information provided and confirm that the Provisional Winner satisfies the Criteria. Upon satisfaction that the Provisional Winners have provided accurate information and the Provisional Winner satisfies the Criteria, the Provisional Winner will be awarded the Prize ("**Confirmed Winners**").
11. **Winner Notification:** The Confirmed Winners will be contacted telephonically by the Promoter within 7 days of selection. The results will be made available on Hill's Pet Nutrition's social media platforms.

12. **Prize/s:**

- a) **Ten** Holiday Vouchers or Cash prizes to the value of R200 000 each
- b) The Confirmed Winner is required to confirm to the Promoter within 7 days of being notified of being awarded of the Prize whether the Confirmed Winner will elect to receive either: a) The Holiday voucher up to the value of R 200 000; or b) R 200 000 in cash. The Prize will be provided by the Promoter to the Confirmed Winner.

The following, and including all the Ts & Cs, restrictions and terms apply specifically to the Holiday Prize:

- i) The Confirmed Winner is to confirm to the Promoter which prize they would like i.e. the Holiday voucher or the cash.
 - ii) In the event that the Confirmed Winner elects to receive the Prize in a cash amount, the Promoter will require the Confirmed Winner to provide a certified copy of his/her proof of address, confirmation of bank account and certified copy of his/her identity document. The Promoter reserves the right to perform further due diligence to ensure compliance with relevant laws and regulations.
- c) ***Spot Prizes:**
- i) There are 261 Spot prizes of FIELDBAR DRINKS TRUNK ("Spot Prizes") available at selected Hill's stockists, which were chosen at the sole discretion of the Promoter's Trade Marketing team based on sales volume and other internal criteria.
 - ii) Participants will automatically be entered into the draw for the Spot prizes at the selected Hill's stockists that have the spot prizes.

*Spot Prizes in these terms and conditions refer to a FIELDBAR Drinks Trunk, in a selection of colours oyster grey, safari white, bazaruto blue and sea boat blue.

The Prize does not include any other costs or expenses relating to the prize or the enjoyment of the prize not expressly specified in these rules including, but not limited to any taxes incurred by the Confirmed Winner. There is no other alternative to the Prize in whole or in part. The Prize is not transferable. The Promoter is not responsible for or liable for any cancellations, changes in date or additional charges in relation to the Holiday voucher made or charged by the travel agency or any other party.

The Promoter is not liable if Hill's stockists do not carry stock of the Hill's promotional products. The Promoter is not responsible and bears no liability if any Spot Prizes are no longer available at the Hill's stockist, whether such prizes have been depleted through standard participation, any other unauthorized removal from the Hill's stockist or for any other reason outside the control of the Promoter.

The paragraph above has important legal consequences for you. In this paragraph:

- ***various costs, losses, damages, expenses and taxes that are not included in the prize are set out;***
- ***the responsibilities and liability of the Promoter are excluded or limited; and***
- ***the winner takes on various responsibilities and liability.***

By entering the competition, you agree to these limits and exclusions from the prize. You also agree that if you are the winner, then you will have the responsibilities and liability listed in this paragraph.

13. **Payment of Prize:** The Promoter shall use its own discretion in respect of the payment of the prize. No payments in cash shall be made. The payment of the R 200 000 will be effected by EFT or other similar means of payment as determined by the Promoter in its sole discretion. The payment of the elected Prize (either the Holiday Voucher or the R200 000 cash amount) will be processed and effected by the Promoter within twenty-one (21) working days of the Confirmed Winner providing all required verification and banking details, as specified in clauses 12(b)(ii).
14. **Benefit:** The benefit described above will be provided by the Promoter to the Confirmed Winner.

The benefit does not include any other costs or expenses relating to the benefit or the enjoyment of the benefit not expressly specified in these Ts & Cs. The benefit is not transferable. Misuse of the benefit constitutes fraud.

You may not receive this benefit if it is unlawful in any way for the Promoter to supply this benefit to you. If you do receive this benefit, and it is unlawful for the Promoter to award it to you (for whatever reason), the benefit and/or the Prize will be forfeited.

15. **Publicity:** The Confirmed Winner will participate in all required publicity, including any presentation ceremony and any other promotional purpose required by the Promoter for 2 years after the Competition Closing Date. The Confirmed Winner has the right to decline this by notifying the Promoter in writing.
16. **Personal information:** By participating in the Promotion, you consent to the collection, use, storage, disclosure and processing of your personal information by the Promoter for a reasonable period for the purposes of administering the Promotion, and other Hill's news, providing the benefits and other activities as contemplated in these Ts & Cs. The types of personal information that the Promoter may collect includes information necessary for its legitimate business interests and the categories of personal information identified in relevant data protection laws in South Africa. This may include your name, identity number, e-mail, physical and postal addresses, contact information, images of the tax invoice or e-Commerce order confirmation and detailed purchase information (including products purchased, retailer, and spend

amount), and other information you provide when entering and participating in the Promotion.

17. The Promoter may use your personal information:
 - (i) to update the Promoter's existing records;
 - (ii) for the purpose of administering customer relations;
 - (iii) to make information available on future promotions which the Promoter may conduct;
 - iv) to analyze your purchase history and preferences to provide you with personalized product recommendations and tailored news or offers related to Hill's products; and
 - (v) for internal research and data analytics to improve Hill's product offerings and promotional strategies.

Participants are solely responsible for the content of any image or document submitted for competition entry. The Promoter and its affiliates shall not be held liable for any loss, damage, or privacy breach resulting from a participant submitting an image that contains additional personal information, sensitive elements, or imagery that falls outside the scope of the requested tax invoice or e-Commerce order confirmation information. By submitting an image, the participant:

- (i) Expressly consents to the processing and storage of all content within that image for validation and audit purposes;
- (ii) Warrants that the image does not contain the personal information of third parties without their consent, nor any inappropriate or non-competition-related imagery; and
- (iii) Acknowledges that it is their responsibility to redact or crop any sensitive information (such as bank card details or unrelated personal items) prior to submission.

18. Your personal information will also be collected, used, stored, disclosed and processed in accordance with the Promoter's Privacy Policy which is accessible at <https://www.hillspet.co.za>
19. **Promoter's Decision:** The decision of the Promoter in all matters is final and binding on you and no correspondence will be entered into.
20. **Cancellation and amendment:** The Promoter reserves the right, acting reasonably, to cancel or amend the Promotion due to events or circumstances arising beyond its control which prevent the Promoter from conducting the Promotion as intended. You are entitled to withdraw from the Promotion if you do not agree with any amendments made by the Promoter. As far as the law allows, if the Promoter cancels the Promotion or amends these Ts & Cs, you will have no claim against the Promoter.

The paragraph above is important. It:

- ***limits or excludes the Promoter's legal responsibilities and liability if there is any cancellation or change of the competition or these rules; and***
- ***limits or excludes any rights or remedies entrants may have against the Promoter.***

The Promoter will not be responsible to any entrant if they suffer loss or damages because of any change or because of the cancellation of the competition.

21. **Participant's warranties:** You represent and warrant that the information provided is true and accurate.

22. **No warranties and exclusion of liability:** As far as the law allows, and subject to clause 25:

(i) all warranties and representations in relation to the benefits not set out in these Ts & Cs (whether express, implied or tacit) are hereby excluded;

(ii) the Promoter, its associated companies, and their respective directors, officers, employees and agents will not be liable for any loss or damage, whether direct, indirect, consequential or otherwise, arising from any cause which may be suffered as a result of entering the Promotion, the provision or use of the benefit including but not limited to the enjoyment or use of the Holiday Package, or any act or omission of any other person.

This clause 22 does not purport to limit or exempt the Promoter for any loss directly or indirectly attributable to its gross negligence or that of any person acting for or controlled by it.

The paragraph above has important consequences for you. In this paragraph:

- ***the legal responsibilities and liability of the Promoter and other persons are excluded or limited;***
- ***the rights you have against the Promoter are limited or excluded; and***
- ***you take on the responsibility and liability for certain losses or damages or events that might happen.***

You enter into the competition and accept and enjoy the prize knowing and accepting that these things can go wrong and that there are risks.

23. **Law and jurisdiction:** These Ts & Cs shall be governed by the laws of South Africa. The participant consents to the non-exclusive jurisdiction of the High Court (Western Cape High Court, Cape Town) in respect of all matters arising out of or in connection with the Promotion or these Ts & Cs.

24. **Severability:** If any provision of these Ts & Cs is found to be invalid or unenforceable by any court of competent jurisdiction, then that provision shall be severed from these Ts & Cs and shall not affect the validity or enforceability of any remaining provisions.

25. **Consumer Protection Act:** It is not intended that any provision of these Ts & Cs contravenes any provision of the Consumer Protection Act, 68 of 2008, and therefore all provisions of these Ts & Cs must be treated as being qualified, if necessary, to ensure that the provisions of the Consumer Protection Act are complied with.
26. **Availability of these Ts & Cs:** A copy of these Ts & Cs may be obtained by contacting the Promoter at infoZA@hillspet.com or on the Toll free helpline 0800 228 783.