



Hill's Pet Nutrition South Africa (Pty) Ltd.

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Registration No. 2011/000960/07

Find Love in the Right Place - Hill's Pet Matchmaker Valentine's Competition Rules:

See Terms & Conditions below rules.

- The Valentine's Pet Matchmaker Competition runs from 3 February - 28 February 2025 with 3 chances to enter per week.
- A new clue will be released each Monday, Wednesday and Friday through the month of February 2025.
- Clues can be found in the Inbox on the Pet Matchmaker App. Participants must download the latest version of the App in order to see the Inbox.
- Released clues will remain in the inbox for the entirety of the competition so that participants can catch up if they join the competition late.
- Only one entry per person per clue.
- There are 12 Spot Prizes to be won and one Grand Prize.
- Participants can earn up to 12 entries for the grand prize draw - one for each clue released.
- **To enter, participants must follow the clue to correctly locate the Love Heart hidden on a particular pet's profile. Once the profile is located, participants must email winnersza@hillspet.com with the clue number (number can be found on the love heart image), name of the pet and the name of the shelter where the hidden heart is located.**
- Winners will be randomly selected. Any incorrect entries will result in a re-draw.
- All winners (Spot Prizes and Grand Prize) will be announced once the competition is finished.

- Winners will be contacted by email after the draw. Three attempts will be undertaken to contact the winners. All attempts to contact the winners will be made by email. If there is no response from the winners within 7 days of the initial email we will be compelled to pick a new winner. The subsequent winner will then fall into the same above criteria for contact.
- Winners' names will be announced on Hill's social media accounts.
- The competition is open to South African residents only.
- The competition is not open to employees of Hill's and their immediate families.
- Prizes are not exchangeable for cash.
- Prizes are for personal use only. Not for resale.
- By entering this competition you give Hill's Pet Nutrition permission to contact you to communicate the results of the competition as well as any future promotions and marketing activities until such time that you opt out.

Prize details:

Spot Prize: A free bag of Hill's Science Plan or Prescription Diet up to 12kgs. Winners will be provided with a coupon to exchange for their free bag at the nearest stockist.

The Grand Prize: One year's supply of food for your Pet. This prize entitles you to 12 x Bags (up to maximum of 12kgs each) of either Hill's Science Plan or Hill's Prescription Diet Food. Winners will be provided with a coupon to exchange for their free bag at the nearest stockist.

If purchasing Prescription Diet Food, please consult with your Veterinarian to make sure you are feeding the correct food and quantities for our pet's condition.

Find Love in the Right Place - Pet Matchmaker Valentine's Competition Terms and Conditions

1. **Promotion:**
Hill's Pet Nutrition South Africa (Pty) Ltd ("**Promoter**") is running a Valentine's Treasure Hunt competition via the Hill's Pet Matchmaker App. Participants stand a chance to win: One of twelve Spot Prizes being a free bag of Hill's Science Plan or Prescription Diet up to 12kgs and/or one Grand Prize being one year's supply of food for the Participant's pet consisting of 12 x bags (up to maximum of 12kgs each) of either Hill's Science Plan or Hill's Prescription Diet Food.

2. **Rules:** These rules apply to the **Hill's Find Love in the Right Place Pet Matchmaker Competition("Competition")**.
3. **Duration:** The Competition period is from 03 February 2025 until 28 February 2025.
4. **Who may participate:** Any person within South Africa may participate in this Promotion through the Pet Matchmaker App by following the competition rules. This Promotion is not open to directors, members, partners, employees, agents or consultants of the Promoter, any person who controls or is controlled by the Promoter, or any supplier of goods or services in connection with the Draw, or their respective spouses, life partners, business partners or immediate family members.
5. **How to Participate and General Terms:**
 - 5.1. Participants are required to download the latest version of the Pet Matchmaker App.
 - 5.2. The Promoter shall release a total of 12 treasure hunt clues, which will be released via the inbox on the Pet Matchmaker App ("**Clue**").
 - 5.3. Participants are required to follow the clues to locate a hidden icon on a certain pet's profile.
 - 5.4. Once the icon has been located, the participant is required to email Hill's at winnersza@hillspet.com with the name of the pet and the name of the shelter in which it is located. Where the participant has correctly identified the pet and shelter and complied with this paragraph 3.4 the participant will be eligible ("**Eligible Participant**") to one entry into the Grand Prize draw and one entry into that day's Spot Prizes draw.
 - 5.5. Clues will be released on Mondays, Wednesdays and Fridays during the competition period ("**Clue Release Days**").
 - 5.6. Each clue will be available on the Pet Matchmaker App for 24 hours before disappearing.
 - 5.7. Eligible Participants can accumulate a maximum of 12 entries into the Grand Prize draw.
 - 5.8. Eligible Participants will only be entered into the draw for the Spot Prize for the Clue Release Day of which the correct Clue was submitted by the Eligible Participant as contemplated in 5.4 above, regardless of the day on which the entry email was sent to or received by the Promoter.
 - 5.9. Only one entry per Eligible Participant for each Clue Release Day.
 - 5.10. This offer may not be used in conjunction with any other of the Promoter's offers.
 - 5.11. The Promoter reserves the right to, in its sole discretion, amend, delay or withdraw this promotion at any time without notice.
6. **Draw:** All Eligible Participants will be entered into the draw to which they are eligible for and will be randomly selected by the Promoter and/or its agents/ representatives:
 - 6.1. **Spot Prizes Draw:** The Promoter will conduct 12 draws, one draw per Clue Release Day. Each Spot Prizes draw will include the Eligible Participants which located the Clue which corresponds to the Clue Release Day for that draw. A total of 12 Eligible Participants, one per Clue Release Day draw will be randomly be selected by the Promoter and/or its agents/representatives, in the above mentioned draws which will take place at the end of the promotion period or as soon as reasonably possible thereafter ("**Spot Prizes Provisional Winners**").
 - 6.2. **Grand Prize Draw:** All Eligible Participants will be entered into a draw, the number of entries per Eligible Participant shall be determined by the number of times the Eligible Participant completed the requirements outlined in 5 above, and one Eligible Participant will be randomly selected by the Promoter and/or its agents/representatives, the draw will take place at the end of the competition period ("**Grand Prize Provisional Winner**").

(The Spot Prizes Provisional Winners and Grand Prize Provisional Winner are collectively referred to as Provisional Winners and shall as the context may require refer to an individual provisional winner who may be a Spot Prizes Provisional Winner and/or Grand Prize Provisional Winner)

The Spot Prizes Provisional Winners and Grand Prize Provisional Winner will be contacted by email after the date on which they were selected pursuant to the respective draw. The Promoter and/or its agents/ representatives will attempt to make contact with the Provisional Winner at least three times, but if the Promoter and/or its agents/ representatives are unable to contact the Provisional Winner on the third attempt and/or the Provisional Winner failed to respond within 7 days of the first email sent by the Promotor, the Provisional Winner will forfeit his/her prize and the

Promoter reserves the right to select a new Spot Prizes Provisional Winner and/or Grand Prize Provisional Winner as the case maybe.

All Provisional Winners will be required to provide the Promoter and/or its agents/ representatives with any such information as may be required by the Promoter, including without limitation, the physical address for delivery of the prize, certified copies of identity document 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 and/or its agents/ representatives 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 eligibility criteria or the information submitted is fraudulent or inconsistent with the information previously submitted.

7. **Winner Selection:** The Promoter, will assess the documents submitted in order to verify the accuracy of the information provided and confirm that provisional winners satisfy the eligibility criteria. Upon satisfaction that the Provisional Winners have provided accurate information and the Provisional Winners satisfy the criteria, the Provisional Winners will be awarded the prizes ("**Confirmed Winners**").
8. **Winner Notification:** The Confirmed Winners will be contacted via email by the Promoter and/or its agents/ representatives after the selection.
9. **Benefit:** The benefit described above will be provided by the Promoter to the Confirmed Winner(s). 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 rules. There is no cash or other alternative to the benefit in whole or in part. The benefit is not transferable and cannot be claimed directly from 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 benefit are set out;***
- ***the responsibilities and liability of the Promoter are excluded or limited; and***
- ***the applicant takes on various responsibilities and liability.***

By entering the Promotion, you agree to these limits and exclusions from the benefits. You also agree that if you are a recipient of a benefit from the Promotion, then you will have the responsibilities and liability listed in this paragraph.

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 will be forfeited.

10. **Personal information:** By providing your personal information to the Promoter or to the Participating Outlet in connect to this 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, providing the prize and other activities as contemplated in these rules. 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, and other information you provide when entering and participating in the competition.

The Promoter may use your personal information:

- (i) to update the Promoter's existing records;
- (ii) for the purpose of administering consumer relations; and
- (iii) to make information available on future competitions or promotions which the Promoter may conduct.

Your personal information will also be collected, used, stored, disclosed, processed and deleted in accordance with the Promoter's Privacy Policy which is accessible at www.hillspet.co.za.

11. **Promoter's Decision:** The decision of the Promoter in all matters is final and binding on you and no correspondence will be entered into.
12. **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. As far as the law allows, if the Promoter cancels the Promotion or amends these rules, 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 Promotion 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 Promotion.

13. **Participant's warranties:** You represent and warrant that the information provided is true and accurate.
14. **No warranties and exclusion of liability:** As far as the law allows, and subject to 14:
 - (i) all warranties and representations in relation to the benefits not set out in these rules (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, or any act or omission of any other person.

This clause 11 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 this Promotion and accept and enjoy the benefits knowing and accepting that these things can go wrong and that there are risks.

15. **Law and jurisdiction:** These rules shall be governed by the laws of South Africa. The participant consents to the non-exclusive jurisdiction of the Western Cape High Court in respect of all matters arising out of or in connection with the Promotion or these rules.
16. **Severability:** If any provision of these rules is found to be invalid or unenforceable by any court of competent jurisdiction, then that provision shall be severed from these rules and shall not affect the validity or enforceability of any remaining provisions.
17. **Consumer Protection Act:** It is not intended that any provision of these rules contravenes any provision of the Consumer Protection Act, 68 of 2008, and therefore all provisions of these rules must be treated as being qualified, if necessary, to ensure that the provisions of the Consumer Protection Act are complied with.
18. **Availability of these rules:** A copy of these rules may be obtained by contacting the Promoter at infoZA@hillspet.com.