

# Hill's Loyalty Programme Terms and Conditions

## **A. THE PROGRAMME**

The Hill's Loyalty Programme offers customers the opportunity to receive 'cashback' rebates on Hill's products purchased for their own use from veterinary practices in the UK and Ireland.

## **B. PARTICIPATION CONDITIONS OF HILL'S LOYALTY PROGRAMME**

1. Participation in the Hill's Loyalty Programme is open to anyone purchasing Hill's products for domestic use from a registered veterinary practice in the United Kingdom or Ireland. It is not applicable to purchases that will be sold-on, or to products that are returned for refund or exchanged for other brands.

2. The Hill's Loyalty Programme applies to products of the brands 'Hill's Prescription Diet', 'Hill's Science Plan' and 'Hill's Vet Essentials' only.

3. The applicable amount of cashback for each product depends on the product size as follows:

<b>Product Purchased</b>	<b>Quantity / Weight</b>	<b>CashBack</b>	
Bag	0 - 3Kg	£4.00	€5.00
Bag	4kg - 8Kg	£6.00	€7.00
Bag	>10Kg	£10.00	€12.00
Pouch Box	12 x 85g	£4.00	€5.00
Wet Trays (Canine)	all can sizes	£6.00	€7.00
Wet Trays (Feline)	24 x 156g	£6.00	€7.00
Wet Trays (Feline)	24 x 85g)	£4.00	€5.00

4. To process your cashback claim, you will need to upload a receipt or invoice as proof of purchase. Receipts and invoices will not be valid unless they include all of this information:

- Product name
- Product size
- Clinic details (name, address, stamp)
- Purchase date
- Unique invoice number or receipt number

Each unique receipt or invoice will only be valid the first time that it is claimed on the Hill's Loyalty Programme or Staff Feeding Programme. Attempts to re-submit an invoice or receipt which has already been claimed may in Hill's sole discretion be treated as fraudulent activity.

5. You must submit your cashback claim within 6 months of the date of purchase on the receipt or invoice.

6. Your claim will be reviewed within 7 working days and, if it is approved, your Hills Loyalty Programme account will show a cashback credit.

7. You must redeem a cashback credit within 12 months of the date that the cashback claim is approved. You will receive a notification email prior to credit expiration. If you do not redeem it within that period it will no longer be valid.

8. When the accumulated approved cashback credits in your Hill's Loyalty Programme account equal or exceed £24/€28 you can redeem the cashback credits for cash. If you have not reached £24 in the UK or €28 in Ireland of credits in your Hill's Loyalty Programme within 12 months after your most recent cashback claim was submitted your cashback credit will unfortunately no longer be valid.

9. In order to redeem the cashback credits for cash you must click to indicate that you wish to redeem the credits. You will then receive an email from Vallassis/NCH Marketing (a third-party payment provider). Upon clicking through to the link provided in the email, you will be taken to software operated by Valassis/NCH Marketing where you will be invited to input information including your bank details, so that the cashback amount can be paid into your bank account. Payments are expected to be made within 14 working days.

10. By using the Hill's Loyalty Programme, you appoint Valassis(NCH Marketing) of Weldon House, Corby Gate Business Park, Corby, Northants NN17 5JG ("Valassis") as your agent to conclude the sale and purchase of certain services on your behalf for the purposes of facilitating the payment of Hill's Loyalty Tool cashback and other benefits from Hill's to you. As part of this, Valassis may collect money due to you from Hill's on your behalf and transfer it to you.

11. At its discretion, Hill's has the right to terminate any participant's membership in the Hill's Loyalty Programme with immediate effect if in Hill's reasonable opinion a member acts fraudulently, or violates these Terms & Conditions or any applicable law. Notice of termination will be sent to the e-mail address provided. Upon termination of the membership, the member is not entitled to use the benefits of the Loyalty Programme and any existing cashback credits may be voided.

### **C. COPYRIGHT, TRADEMARK**

The websites <https://loyalty.hills4me.com/loyalty> & <https://ie.hills4me.com/> were developed by Hill's Pet Nutrition Ltd (Hill's) for the Hill's Loyalty Programme and it is protected by copyright. Its content may be used solely in accordance with the present Terms and Conditions. All trademarks and brand names used on the website are either the property of Hill's, or are used with the explicit permission of the holders of the respective rights applicable to them.

### **D. CONTENT OF THE WEBSITES**

The content of the websites are intended to provide the user with general information, without issuing any guarantee or accepting any liability whatsoever. Hill's has done its utmost to ensure that the content of the websites are as accurate and up to date as possible. However, we cannot guarantee that they do not contain any errors or omissions. Hill's reserves the right to delete, edit or add to the content on the websites at any time whatsoever.

## **E. RESPONSIBILITY**

Persons using the websites do so entirely at their own risk. Participants therefore bear personal responsibility for the correct input and transfer of data. To the extent permitted by law, neither Hill's itself nor its affiliates accept liability for any damage or loss whatsoever incurred in connection with access to and/or use of the content of this website or of this Loyalty Programme.

## **F. LINKS**

As part of the Hill's Loyalty Programme you will receive links to third party websites and software, including websites and software operated by Valassis. The use of that software is subject to the third party's privacy policy and terms and conditions, which you should read.

Valassis' privacy policy and terms and conditions are available here, but are subject to change:

<https://www.valassis.co.uk/legal/privacy-policy/>

<https://www.valassis.co.uk/legal/terms-of-use/> .

Please see the "Third Party Services" section of our Privacy Policy

<https://www.hillspet.co.uk/legal-statement-and-privacy-policy>

Neither Hill's nor its subsidiaries therefore accept any liability whatsoever for the content of such external webpages, nor for any damages or loss incurred in connection with access to and/or use of the content of such webpages.

## **H. USE OF THE WEBSITE & DATA PRIVACY**

We need to collect personal data in order to provide the Hill's Loyalty Programme to you and we may need to share it with our third party suppliers. If you do not provide the personal data requested, we will not be able to provide the programme.

By using the Hill's Loyalty Programme you consent to us and our third party suppliers processing your data as necessary to provide the Hill's Loyalty Programme Services.

Upon registration with the Hill's Loyalty Programme you have the choice to opt-in to receiving communication from Hill's about products, offers, and programmes. You can change your selection in the 'My Account' section of the website and opt-out at any time. We will still send communications to you relating to the functionality of the Hill's Loyalty Programme (eg. notification of credit expiry) as long as you continue to use the Hill's Loyalty Programme.

If you disclose any personal data relating to other people to us or to our service providers in connection with the Services, you represent that you have the authority to do so and to permit us to use the Personal Data in accordance with this Privacy Policy.

All personal data provided to us will be processed in accordance with Hill's Pet Nutrition's Privacy Policy which can be found at: <https://www.hillspet.co.uk/legal-statement-and-privacy-policy>

Please see the section of these Terms and Conditions headed 'Links' for information about personal data collected and processed by third parties in connection with the Hill's Loyalty Programme.

## **I. DURATION**

Hill's reserves the right to amend or terminate the Hill's Loyalty Programme at any time and cancel pending credits. Hill's reserves the right to change these Terms and Conditions from time to time and we recommend that you review these Terms and Conditions periodically, including prior to making purchases and cashback claims.