

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: 12h01 SAST on 29th July 2026

PROMOTION CLOSING DATE: 23h59 SAST on 31st December 2026

COMPETITION CLOSING DATE: 23h59 SAST on 31st December 2026

PROMOTION PERIOD: The Promotion Start Date until the Promotion and
Competition Closing Date, **OR WHILE COUPON STOCKS LAST**.

COUPON VALIDITY: Date of receipt until 3 (three) months after date of
coupon download, 23h59 SAST

1. **Rules:** These Rules apply to applications into the **Hill's Prescription Diet Mobility Food Coupon Offer ("Promotion")** and **Hill's Rate and Review Spot Prize Competition ("Competition")**. By applying for this Promotion and Competition, you agree, on behalf of yourself and any person with whom you may share any benefit with (i.e. spouse, life partner) (if applicable), to be bound by these Rules. If you do not agree to these Rules, you must not apply for this Promotion and Competition. The Promoter reserves the right, acting reasonably, to disqualify participants who do not comply with these Rules.
2. **Who qualifies:** Any person resident in South Africa and Namibia over the age of 18 who has / owns a pet ("**Pet Parent**") with a Mobility condition as deemed by the veterinary healthcare team from a veterinary practice ("**Criteria**")

This Promotion and Competition 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 Promotion and Competition, or their respective spouses, life partners, business partners or immediate family members.

3. **How to participate:**

- 3.1 The pet must not have tried any of the Hill's Prescription Diet Mobility Dog foods previously.
- 3.2 Only a member of staff at the consulting veterinary practice may apply for the Promotion on behalf of the Pet Parent, by visiting www.ChooseHills.co.za
- 3.3 The veterinarian must visit www.ChooseHills.co.za for the Hill's coupon application and
 - type in the unique pin code that has been allocated to the practice by Hill's; and
 - check that the pre-populated practice information is correct; and
 - accurately capture the Pet Parent's information, such as name, surname, cellphone number, email address; and
 - specify from the drop-down list the most suitable Hill's Prescription Diet Mobility Dog Food for the dog:
 - 3.3.■.1 Hill's Prescription Diet Dog j/d
 - 3.3.■.2 Hill's Prescription Diet Dog j/d Reduced Calorie
 - 3.3.■.3 Hill's Prescription Diet Dog Metabolic + Mobility
 - 3.3.■.4 Hill's Prescription Diet Dog Metabolic + Mobility Mini
 - 3.3.■.5 Hill's Prescription Diet Dog k/d + Mobility

- 3.4 Once the veterinarian has completed the submission, the eligible Pet Parent will then receive an email, SMS or WhatsApp message to accept the Promotion and Competition T's & C's, as well as to agree to the Data Privacy Policy by consenting to the collection and processing of his/her personal information. Only once the Pet Parent has agreed to and consented accordingly, will a coupon code be issued to him / her.
- 3.5 Participants will receive a coupon code via email, SMS and/or WhatsApp from Hill's Pet Nutrition South Africa.
- 3.6 Retain the coupon number and present it at a participating veterinary practice to redeem your coupon. The veterinary practice reserves the right to request an identification document to validate pet parent information for the coupon being redeemed. Should the information differ or the pet parent be unable to produce an identification document, the outlet reserves the right to refuse proceeding with the transaction.
- 3.7 For the sake of clarity, the coupon cannot be redeemed after the expiry date, being 3 (three) months after the date of coupon issued, 23h59 SAST and can only be redeemed once.
- 3.8 The coupon can only be redeemed from participating veterinary practices within South Africa and Namibia.
- 3.9 The offer is valid on the following food on purchases:
- PD Dog j/d 12kg
 - PD Dog j/d 16kg
 - PD Dog j/d 4kg
 - PD Dog j/d Red Cal 12kg
 - PD Dog k/d+Mob 12kg
 - PD Dog k/d+Mob 4kg
 - PD Dog k/d+Mob Stew 354g
 - PD Dog Met+Mob 12kg
 - PD Dog Met+Mob 4kg
 - PD Dog Met+Mob Mini 3kg
 - PD Dog Met+Mob Mini 6kg
 - PD Dog Met+Mob Stew 354g
- 3.10 Hill's Prescription Diet products are available from participating veterinary practices, who will be notified via email when the Promotion and Competition is over.
- 3.11 This offer may not be used in conjunction with other Hill's offers.
- 3.12 The offer is limited to one offer per household only.
- 3.13 This Promotion offers the pet parent 25% off their purchase of Hill's Prescription Diet Mobility Dog food to a maximum discount value of R700.
- 3.14 The cost of the Pet Parent's veterinary consultation, or any other costs or expenses relating to the benefit or the enjoyment of the benefit not expressly specified in these rules, or any other cost or expense associated with the entry, application, use or enjoyment, or any other cost or expense of any other kind whatsoever related to the Promotion, does not form part of the Promoter's Promotion, and is for the Pet Parent's account. There is no cash or other alternative to the benefit in whole or in part. The benefits are not transferable. Misuse of the benefit constitutes fraud.

As far as the law allows, all participants are treated as being entered into the Promotion and Competition at the time of receipt by the Promoter. It is your responsibility to ensure that your entry is received by us on or before the closing date 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 applications 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 network, computer system, server, or provider which may have hindered entry into this Promotion and Competition.

4. How to enter Competition

- 4.1. Participants must have fed Hill's Prescription Diet Mobility dogfood in order to complete a rating and review of the product fed to their dog.

4.2. Participants from the Promotion will receive an email 4 (four) weeks following the issue of their coupon. In this email is a link to a product landing page on www.HillsPet.co.za

4.3. The Participant must click on this link and complete all the required online form fields in order to stand a chance to win.

4.3.1. The prize:

- i. A coupon for a free bag of Hill's food as chosen by the winner
- ii. Two (2) Hill's branded gifts

4.3.2 The prize is not transferable for cash or alternative products.

4.3.3. Prizes may vary from images depicted.

4.3.4. Winners will be randomly selected after the promotion close date

4.3.5. Winners will be notified by a Hill's representative via email or phone within 5 working days from the Competition closing date. Winners will need to respond to Hill's within 10 days to claim their prize or forfeit this prize.

4.3.6. Please allow up to 30 working days for delivery of the prize once the winners' details have been confirmed.

4.3.7. In the event of a dispute, Hill's decision is final and no correspondence will be entered into.

4.3.8. Hill's is entitled to institute any reasonable security measures to ensure that the rules are adhered to. Hill's reserves the right to delete duplicate and fraudulent entries.

5. **Benefit:** The benefit described above will be provided by the Promoter to the participant.

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. Misuse of the benefit constitutes fraud.

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.

6. **Personal information:** By participating in the Promotion and Competition, 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 Competition, providing the benefits 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 Promotion and Competition.

The Promoter may use your personal information:

- (i) to update the Promoter's existing records;
- (ii) for the purpose of administering customer relations; and

(iii) to make information available on future promotions which the Promoter may conduct. Your personal information will also be collected, used, stored, disclosed and processed in accordance with the Promoter's Privacy Policy.

7. **Promoter's Decision:** The decision of the Promoter in all matters is final and binding on you and no correspondence will be entered into.
8. **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 and Competition as intended. You are entitled to withdraw from the Promotion and Competition if you do not agree with any amendments made by the Promoter. As far as the law allows, if the Promoter cancels the Promotion and Competition 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 and Competition.

9. **Participant's warranties:** You represent and warrant that the information provided is true and accurate.
10. **No warranties and exclusion of liability:** As far as the law allows, and subject to 7:
- (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 and Competition, the provision or use of the benefit, or any act or omission of any other person.

This 9 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 Competition and accept and enjoy the benefits knowing and accepting that these things can go wrong and that there are risks.

11. **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 and Competition or these Rules.
12. **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.

13. **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.
14. **Availability of these rules:** A copy of these rules may be obtained by contacting the Promoter at infoZA@hillspet.com.