

CRAVE: FIRST PACK FREE

FULL TERMS AND CONDITIONS

1. Money back offer available to UK residents aged 18 or over, who have purchased a qualifying CRAVE™ Cat or Dog product and who comply with these terms and conditions.
2. Refund available on the following CRAVE products: (i) Dry Cat Food (750g); (ii) Dry Dog Food (1kg). A qualifying product must be purchased between 1st January and 20th December 2019 (both dates included). Offer excludes CRAVE™ Dog Wet Food 300g Tray and Dog Dry Food 2.8kg. In order to claim a full refund, you will need to:
 - (a) go to www.cravepetfood.co.uk/free-pack complete your personal details in the on-line form;
 - (b) upload a photo of the original till receipt confirming the purchase of the qualifying CRAVE™ product between 1st January and 20th December 2019. **Ensure the purchase dates are clearly visible on the receipt.**
 - (c) Submit the completed form on-line.
3. A refund claim must be received by no later than 20th December 2019.
4. Only claims using the official on-line form, accompanied by an uploaded original till receipt will be accepted.
5. Maximum of one refund claim per person. No bulk or third party claims will be accepted.
6. Your statutory rights are not affected by this offer.
7. Claimants submitting a valid form will receive a refund to the value of the price paid for the qualifying CRAVE™ product as evidenced on their till receipt. The refund will be issued via Paypal or as a bank transfer. You will be able to select your preferred method of refund payment on the on-line claim form. Please allow 28 days for the receipt of your refund from validation of your claim. All personal information provided on the application form will be retained and used solely for purposes connected with the administration of this money back offer. No personal data will be retained once all valid claims have been refunded, unless you have given us permission to do so when completing and submitting the claim form. Bank account and sort code details provided by claimants requesting payment of their refund by bank transfer will be deleted automatically following payment of the refund.
8. By submitting a refund form, claimants agree and acknowledge that Valassis Ltd ("Valassis") will act as their agent and will be authorised to take all steps necessary to recover and hold a refund for and on their behalf. The Promoter will pay refunds to Valassis, for holding and transferring to valid claimants in accordance with these terms and conditions. Payment by the Promoter of a refund to Valassis constitutes settlement of the Promoter's obligation to that claimant. Valassis will then be responsible for making a refund payment to the claimant in accordance with Condition 7 above.
9. No responsibility can be accepted for on-line claim forms that are not received, are delayed, have not been completed correctly or are not accompanied with an uploaded photo of a till receipt. Proof of submitting a claim form is not proof of delivery.
10. A claimant requesting a refund agrees to be bound by these terms and conditions. Claims submitted which are not in accordance with these terms and conditions will not be valid and the Promoter reserves the right, in its sole discretion, to refuse such claims at any time.

The Promoter cannot be held responsible if Valassis is unable to make payment of a refund, or it is not received, as a result of an incorrect or incomplete address having been provided by the claimant when submitting their refund claim.

11. This offer and terms and conditions are governed by English Law and the courts of England shall have exclusive jurisdiction over any dispute arising out of or in connection with this offer.
12. Promoter: Mars Petcare UK, Freeby Lane, Waltham on the Wolds, Melton Mowbray, Leicestershire, LE14 4RS.