



VISIBILITY
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NETTEX V.I.P Money back guarantee Instructions and Terms & Conditions

Retailer instructions

In the event that a customer wishes to return a V.I.P Product please advise them as follows

- Go to www.nettexequine.com/guarantee and read the instructions on how to claim. If they do not use the internet, please ask them to call 01634 257150 to arrange for a postal application to be submitted.
- Once the customer has submitted a valid claim, you will be notified of the name of the product and the amount to be refunded.
- Please ensure that you check the identity of the person to be refunded when they request their refund (by asking their name).
- You will receive a credit note for the amount refunded.
- Ask them to return the remaining product to the store it was purchased from.

Customer instructions

Submit a valid claim by email or post (see below)

- The reason/s why you did not believe the product was effective (minimum 20 words).
- Store name where the product was purchased.
- Name of the product.
- Length of time the product was used for.
- Size, age and type of horse to product was being given to.
- The amount of product you gave the horse each day.
- Information regarding any veterinary treatment the horse may be receiving.
- Your name, address with postcode, email address (if you have one) and / or telephone number

Claim by email - send an email to helpline@nettexequine.com along with the information above and scanned copy of the receipt.

Claim by post - type or hand write on plain paper the information requested above along with a the original till receipt.

Post to:

FAO Serena Kidd
Nettex Equine, Nettex, Unit 2A
Hoo Industrial Estate
Hoo, Rochester
Kent
ME3 9LB
United Kingdom

Once we have received and approved your application, we will contact you and the store where you purchased the product. You will then be able to return to the store for your refund.

Please read the terms & conditions in full to ensure your application is valid.



www.nettexequine.com



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Full Terms & Conditions

- The offer is open only to residents of the UK aged 16 and over. The offer is not open to employees of Rumenco Ltd, their families, their agents or anyone professionally connected with this promotion.
- No bulk, automated or third party claims will be accepted.
- The offer is restricted to one claim per product per household.
- The refund will be for the retail price of the qualifying product shown on the receipt provided. The qualifying product must have been purchased no longer than 30 days before receipt of an application for a refund by Rumenco Ltd (trading as Nettex) with respect to the following products:
 - V.I.P. Keep Kalm
 - V.I.P. So Sound
 - V.I.P. Ulsa Shield
 - V.I.P. In The Balance
 - And 90 days in respect of V.I.P. Hoof Builder
- The refund will be for only one item per named product from the following product forms:
 - V.I.P. Keep Kalm
 - V.I.P. So Sound
 - V.I.P. Ulsa Shield
 - V.I.P. In The Balance
 - V.I.P. Hoof Builder
- Only valid applications will be accepted. Till receipts cannot be returned. A valid application comprises of:
- The information above should be submitted, along with a copy of the receipt, clearly showing the purchase date and amount.
 - The reason/s why you did not believe the product was effective (minimum 20 words).
 - Store name where the product was purchased.
 - Name of the product.
 - Length of time the product was used for.
 - Size, age and type of horse to product was being given to.
 - The amount of product you gave the horse each day.
 - Information regarding any veterinary treatment the horse may be receiving.
- Application by email: email helpline@nettexequine.com along with the information above and scanned copy of the receipt.
- Application by post: typed or hand written on plain paper: your name, address, and the information requested above along with a the original till receipt.
- Qualifying claimants will receive a full refund of the qualifying product or products from Clause 5 and at the value as shown on their accompanying till receipt. Retail pricing is always at the sole discretion of the retailer.
- No liability will be accepted for applications lost, undelivered, incomplete, illegible, damaged or delayed in the post. Proof of posting cannot be accepted as proof of delivery.
- Refunds will be made by the retailer the product was purchased from. Once the application has been approved, both the purchaser and the retailer will be informed that the purchaser will be returning the product in exchange for a refund, and at this time the purchaser can claim the refund from the retailer.
- The purchaser shall return unused product to the retailer in order to receive a refund.
- By participating in this promotion, participants are deemed to have accepted these terms and conditions.
- The Promoter reserves the right to amend or withdraw this promotion at any time without prior notice, if circumstances make this unavoidable.
- The Promoter's decision is final and binding in all matters.
- Any queries relating to this offer can be addressed to the Promoter in the UK at helpline@nettexequine.com
- Claimants' data will be used for the administration of this promotion only.
- These terms and conditions are governed by English law and subject to the exclusive jurisdiction of the English Courts.

Post to:

Nettex Equine, Nettex, Unit 2A
Hoo Industrial Estate
Hoo, Rochester
Kent
ME3 9LB
United Kingdom

NETTEX

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