

Buscopan Money Back Guarantee Offer

TERMS AND CONDITIONS

1. Information on the offer ("Offer") and how to claim form part of these terms and conditions ("Terms"). Participation in this Offer is deemed acceptance of these Terms. Only claims which are submitted and comply with these terms and conditions may take part in this offer. This offer is not valid in conjunction with any other offer.
2. Entry is only open to Australian residents 18 years and over. Employees of the Promoter and companies, agencies and pharmacies associated with this promotion and their immediate families are ineligible to enter ("Eligible Customers"). The Promoter reserves the right, at any time, to validate and check the authenticity of any claims and Eligible Customers (including an Eligible Customer's identity, age and place of residence) and to disqualify any Eligible Customer who submits a claim not in accordance with these Terms and Conditions.
3. The Offer allows Eligible Customers to try one of the participating Buscopan products (as outlined in the table below) ("Participating Products"), and if they are not completely satisfied, Eligible Customers have the opportunity to claim a refund of their purchase price ("Refund"). Customers who experience an adverse event after taking a Participating Product should cease taking the product immediately and call the Sanofi Healthline on 1800 818 806.

PARTICIPATING PRODUCTS:
Buscopan Stomach Cramps Pain Relief 10mg Tablets 20 Pack
Buscopan Forte Stomach Cramps Pain Relief 20mg Tablets 10 Pack

7. The promotional period commences at 12.01am AEST on 1st July 2025 and closes at 11.59pm AEDT on 31st December 2025 ("Promotional Period"). All claims must be received by the Promoter within 14 days from date of purchase. Claims will be accepted up until 14/01/2026.
8. Outlets participating in the Offer includes Chemist Warehouse stores that are located in Australia and sell Buscopan products ("Participating Outlets"). Online purchases are not eligible for this Offer.
9. To be eligible to claim a refund, proof of purchase is required and Eligible Customers must complete the following steps:
 - a. Purchase a participating Buscopan Product in store from a Participating Outlet during the Promotional Claim Period;
 - b. Use the product in accordance with the dosage and wait at least 24 hours before submitting a claim;
 - c. Visit www.buscopan.com.au/moneyback and complete the online claim form by providing their name, email address, place of residence address, mobile number, date of purchase, product purchased, purchase price, and nominate to receive their refund via EFT (by providing an Australian bank account BSB and Account Number) or via a Vault Pays-enabled Pre-paid Digital Mastercard®.
 - d. Upload a scanned, legible image of the original receipt, which shows the Qualifying Purchase, date of purchase and price.

- e. Claims must be received no later than 14 days after purchase date as listed on the purchase receipt. Claims are deemed to be received at the time they are received by the Promoter and not at the time of submission by the Eligible Customer.
10. There is a limit of one (1) claim per person and per household (based on residential address) in the Offer. Claimants who attempt to use multiple household addresses to claim will be ineligible to claim.
 11. Eligible Customers will receive a notification via email once their claim has been received. Eligible Customers who submit a valid claim and comply with the Terms and Conditions will receive a Refund of the full product purchase price as shown on their itemised purchase receipt. Delivery of refunds is within Australia only. Delivery will be made to the account details or mobile number provided by each successful claimant on their claim form. It is the responsibility of each claimant to ensure that accurate details are provided. If a refund is returned undeliverable or is not accepted or claimed by 31/01/26 the relevant claim will be deemed invalid.
 12. Eligible Customers should allow up to 10 business days for validation and refund processing from the date their claim is received (as determined by the Promoter).
 13. Any ancillary costs associated with redeeming the Digital Vault Pays-enabled Prepaid Mastercard are not included. The digital Vault Pays-enabled Prepaid Mastercard must be activated within 2 months of issue and is valid for 12 months after activation. At expiry of the Digital Vault Pays-enabled Mastercard any unused balance will be forfeited. Eligible Customers will not receive notice prior to expiry. Card expiry and balance can be found on your mobile device in the Vault Payments app. The digital Vault Pays-enabled Prepaid Mastercard is issued by EML Payment Solutions Limited (ABN 30 131 436 532) AFSL 404131 pursuant to license by Mastercard. See www.vaultps.com.au/terms for terms and conditions. Mastercard and the circles design are registered trademarks of Mastercard International Incorporated.
 14. The Promoter accepts no responsibility for any claims not received due to reasons other than the fault of the Promoter. No responsibility will be taken for lost, late or misdirected claims.
 15. Incomplete, illegible or incorrect claims are not eligible to receive a Refund.
 16. Refund will only be awarded following all validation and verification requirements of the Promoter being met to its satisfaction. Refunds are not transferable or exchangeable.
 17. The Promoter reserves the right, at any time, to verify the validity of claims and claimants. If requested by the Promoter, Eligible Customers must produce, within the time requested by the Promoter at its absolute discretion, appropriate photo identification or other documentation required by the Promoter to verify their identity, age, eligibility to participate in the Offer and claim a refund and compliance with these Terms. If the items required by the Promoter are not received or an Eligible Customer has not been verified to the satisfaction of the Promoter within the time period required by the Promoter, their claim will be deemed invalid.
 18. The Promoter's decision in connection with all aspects of this Offer is final and no correspondence will be entered into.
 19. If this Offer is interfered with in any way or is not capable of being conducted as reasonably anticipated due to any reason beyond the reasonable control of the Promoter,

the Promoter reserves the right, in its sole discretion and to the fullest extent permitted by law, to disqualify any claimant or to modify, suspend, terminate or cancel the Offer, as appropriate.

20. The Promoter, the Promoter's related entities, stores participating in the Offer and all agencies associated with the Offer, and the employees, agents, directors and contractors of all entities referred to in this clause, shall not be liable for any loss or claim, action, demand, liability, damage, cost, expense or personal injury whatsoever (including but not limited to any direct, indirect or consequential loss), incurred, suffered or sustained by any person or entity (without limitation) in connection with, or arising from, the Offer or the acceptance or use of a Refund, except that which cannot be excluded by law (in which case that liability is limited to the maximum extent allowable by law).
21. All claims become the property of the Promoter.
22. The use of any automated software or any other mechanical or electronic means, that allows a claimant to automatically claim repeatedly is prohibited and will render all claims submitted by that claimant invalid at the entire discretion of the Promoter.
23. Any cost associated with accessing the Promoter's website is the claimant's responsibility and is dependent on the Internet service provider used.
24. The Promoter may communicate or advertise this offer using Facebook or other various social media platforms. However, the offer is no way sponsored, endorsed or administered by, or associated with Facebook or any other social media platforms. Claimants are providing their information to the Promoter and not to Facebook or any other social media platforms. Each claimant completely releases Facebook from any and all liability.
25. Nothing in these terms and conditions limit, exclude or modify or purports to limit, exclude or modify the statutory consumer guarantees as provided under the Competition and Consumer Act, as well as any other implied warranties under the ASIC Act or similar consumer protection laws in the State and Territories of Australia ("Non-Excludable Guarantees"). Except for any liability that cannot by law be excluded, including the Non-Excludable Guarantees, the Promoter (including its respective officers, employees and agents) excludes all liability (including negligence), for any personal injury; or any loss or damage (including loss of opportunity); whether direct, indirect, special or consequential, arising in any way out of the offer.
26. Except for any liability that cannot by law be excluded, including the Non-Excludable Guarantees, the Promoter (including its respective officers, employees and agents) is not responsible for and excludes all liability (including negligence), for any personal injury; or any loss or damage (including loss of opportunity); whether direct, indirect, special or consequential, arising in any way out of: (a) any technical difficulties or equipment malfunction (whether or not under the Promoter's control); (b) any theft, unauthorised access or third party interference; (c) any claim or refund that is late, lost, altered, damaged or misdirected (whether or not after their receipt by the Promoter) due to any reason beyond the reasonable control of the Promoter; (d) any tax liability incurred by a claimant; or (e) use of the Refund.
27. The Promoter is not liable for any tax implications arising from refunds. Independent financial advice should be sought. Where this offer involves, for GST purposes, supplies being made for non-monetary consideration, claimants will follow the Australian Taxation Office's stated view that where the parties are at arm's length, goods and services exchanged are of equal GST inclusive market values.

28. The Promoter collects personal information in order to conduct the offer and may, for this purpose, disclose such information to third parties, including but not limited to agents, contractors, service providers, offer suppliers and as required, to Australian regulatory authorities. Claim is conditional on providing this information. The Promoter may, for an indefinite period, unless otherwise advised, use the information for promotional, marketing, publicity, research and profiling purposes, including sending electronic messages or telephoning the claimant. Claimants should direct any request to access, update or correct information to the Promoter. All claims become the property of the Promoter. The Promoter will also use and handle personal information as set out in its Privacy Policy, which can be viewed at www.sanofi.com.au. The Privacy Policy also contains information on how claimants may opt out, access, update or correct their personal information, how claimants may complain about a breach of the Australian Privacy Principles or any other applicable law and how those complaints will be dealt with. The Promoter will not disclose claimants' personal information to any entity outside of Australia.
29. The Promoter is Sanofi-aventis Healthcare Pty Ltd (ABN: 43 076 651 959) of 87 Yarraman Place Virginia 4014 Queensland ("Promoter").