

## Terms & Conditions for April–May Shop & Win Promotion

### **1. Promoter**

The Promoter of this promotion is **MAGIKOS MARKETING PTY LTD (ABN 90 168 307 640)** (“Promoter”).

This promotion is conducted nationally across participating pharmacies (“Participating Pharmacies”). Participating Pharmacies facilitate entry collection in-store.

Promotion management, marketing coordination and campaign reporting may be provided by Know-It-All Marketing on behalf of the Promoter.

### **2. Promotion Period**

The promotion runs from 1 April 2026 at 12:01am AEST to 31 May 2026 at 11:59pm AEST (inclusive) (“Promotion Period”), unless otherwise advertised in-store.

### **3. Eligibility**

Entry is open to Australian residents aged 18 years or over who make a qualifying purchase at a Participating Pharmacy during the Promotion Period.

Employees of the Promoter, Participating Pharmacies, associated agencies and their immediate family members are not eligible to enter.

Participants must be members of the applicable loyalty program at the time of entry. Normal loyalty program terms and conditions apply.

### **4. How to Enter**

To enter, eligible customers must:

- Spend \$40 or more on non-prescription products in a single in-store transaction during the Promotion Period; and
- Provide their loyalty details at the time of purchase or follow any entry instructions provided in-store.

Eligible customers who meet these requirements will automatically receive one (1) entry into the draw.

### **5. Entry Limits**

Multiple entries are permitted, subject to the following:

- Maximum of one (1) entry per person per day
- Each entry must be based on a separate qualifying transaction
- Transactions cannot be split to qualify for multiple entries

Each qualifying transaction must meet the \$40 minimum spend on eligible non-prescription products.

## **6. Exclusions**

The following purchases do not count toward the minimum spend:

- Prescription medicines
- Pharmacy-only medicines (Schedule 3)
- Gift cards
- Lottery products
- Tobacco products
- Postage stamps
- Bill payments
- Any other items excluded by the Promoter or prohibited by law

The Promoter reserves the right to determine eligible and ineligible purchases in accordance with applicable legislation.

## **7. Prize**

There is one (1) prize available across all Participating Pharmacies nationally:

- One (1) \$500 AUD VISA Gift Card

The total prize pool is valued at \$500 AUD.

This is a single national draw conducted across all Participating Pharmacies. The prize is not awarded per store.

The prize is not transferable, exchangeable or redeemable for cash, except where required by law.

## **8. Prize Draw & Winner Notification**

The draw will take place within 7 days of the Promotion Period ending at the Promoter's nominated address.

One winner will be selected at random from all eligible entries received across all Participating Pharmacies during the Promotion Period.

The winner will be notified using the contact details provided at the time of entry (e.g. phone or email) within 2 business days of the draw.

The winner's first initial, surname and postcode may be published online, in-store, or via participating marketing channels as required by law.

## **9. Unclaimed Prize**

If the prize is not claimed within 28 days of notification, the Promoter reserves the right to conduct a redraw, subject to applicable regulations.

## **10. Privacy**

Personal information collected as part of this promotion will be used for the purposes of:

- Conducting and administering the promotion
- Contacting the winner
- Campaign reporting
- Loyalty program communications in line with participant preferences

Information will be handled in accordance with the Promoter's privacy policy and applicable privacy laws.

By entering, participants consent to the use of their information for these purposes.

## **11. Marketing Communications**

Participants may receive promotional communications in line with their loyalty program preferences.

An optional consumer SMS campaign may be conducted and is subject to separate consent and opt-out conditions.

## **12. Changes & Termination**

The Promoter reserves the right to amend, suspend, or cancel the promotion if circumstances arise beyond its reasonable control, subject to applicable laws.

## **13. Liability**

To the extent permitted by law, the Promoter, Participating Pharmacies, Know-It-All Marketing, and associated agencies are not liable for any loss, damage, or injury suffered as a result of participating in this promotion or accepting the prize. Nothing in these Terms and Conditions excludes rights under the Australian Consumer Law.

## **14. General**

Participation in this promotion constitutes acceptance of these Terms and Conditions.

## **TERMS AND CONDITIONS: "Escape Winter with fisiocrem" Competition 2026**

### **FULL TERMS & CONDITIONS**

**Promotion Name:** "Escape winter with fisiocrem" Competition 2026

**Promoter:** Pronat Group Australia Pty Ltd

16/8 Production avenue, Molendinar QLD 4214

ABN 14 122 981 766

**Eligible Participants** Australian residents over the age of 18 years who purchase an eligible product from a participating retailer excluding residents of the Australian Capital Territory.

**Participating Retailers:** All Pharmacy retailers excluding Chemist Warehouse and Online only retailers.

### **Eligible Products:**

- Fisiocrem Joint Ease Tube 100g
- Fisiocrem Joint Ease Tube 150g
- Fisiocrem Joint Ease Pump Pack 200g

### **Promotion Period:**

Start Date: 12:00am 1st April 2026 AEST

End Date: 11:59 pm 30th June 2026 AEST

### **Prizes:**

- \$3000 Travel Voucher

### **Number of Prizes:**

- 1 x \$3000 Travel Voucher

### **Winners Notified: 3rd July 2026**

1. Information on how to enter the "Escape winter with fisiocrem" Competition 2026 forms part of these Terms and Conditions. Participation in this promotion is deemed acceptance of these Terms and Conditions and warrants the participant has read these Terms and Conditions. Offer not valid in conjunction with any other offer.

2. Entry is only open to Australian residents over 18 years of age who purchase an eligible product from participating pharmacies during the promotional period. Employees (and their immediate families) of the Promoter, participating outlets and their agencies associated with this promotion are not eligible to enter. Immediate family means any of the following: spouse, ex-spouse, de-facto spouse, child, stepchild, parent, step-parent, natural or adopted sibling, grandparent, step-grandparent, uncle, aunt, niece, nephew or first cousin. Entry is not open to residents of the Australian Capital Territory.

3. Promoter reserves the right to verify the validity of claims including contacting pharmacies and claimants (including a claimant's identity, age and place of residence) and to disqualify any claimant for tampering with the claim process or for submitting a claim that is not accordance with these Terms and Conditions, tampering with the entry process or engaged in any unlawful or other improper misconduct to jeopardise fair and proper conduct of the Promotion. Failure by the Promoter to enforce any of its rights at any stage does not constitute a waiver of those rights.

4. To enter this Promotion, eligible individuals must, during the Promotion Period: (a) purchase an eligible product from a participating retailer, and (b) visit <https://www.fisiocrem.com.au/competitions/fisiocrem-joint-ease-travel-promotion/>

follow the prompts to the entry page and complete in full an online form with their personal details (first name, last name, date of birth, email address, residential address and mobile number) and upload a scanned copy or photo of the receipt of the Eligible product they purchased during the Promotion Period.

5. Participants may enter more than once provided each entry relates to a distinct individual purchase.

6. By entering The Competition, each entrant agrees that the Promoter may use their submission information and images (photograph) or disclose it to other organisations that may use it, in any media for future promotional, marketing and publicity purposes without any further reference, payment or other compensation to the entrant.

7. Promotion commences 1/4/26 00:00 AEST and concludes 30/6/26 23:59:59 AEST. All entries must be received by the End Date, in the form specified and the Promoter cannot accept liability for entries which are rejected because they are late, lost, incomplete or otherwise nor able to be received.

8. The draw will take place at 9am (AEST) on Friday 3rd of July at the Promoter's office in Queensland, 16/8 Production Avenue, Molendinar 4214.

9. The first valid entry randomly drawn from all entries received during the Promotional Period will receive a Flight Centre Travel Voucher valued at AUD \$3000 (incl GST).

11. The Promoter will not be responsible for any incorrect, inaccurate, or incomplete information communicated in the course of or in connection with this promotion if the deficiency is occasioned by any cause outside the reasonable control of the Promoter including without limitation technical malfunctions or failures.

12. Winners will be notified by 5pm (AEST) on Friday 3rd July 2026:

- via telephone; and
- on the Website.

12. If the promoter is unable to contact the winner/s within 30 days of the draw and the promoter has made every effort to contact them with the information provided by the entrant then the promoter will conduct a further draw on Friday 7th August 2026 to distribute the prize/s, subject to any directions given by any relevant authority. If required by law or any relevant authority, the winner/s will have their name and state of residence published in accordance with the Unclaimed Prize Draw Publication Details. If a prize is no longer capable of being redeemed, the new winner/s will receive a prize, as determined by the Promoter, of equivalent value (as if the original prize had been awarded to that person, less any administrative expenses incurred by the Promoter), subject to the approval of the relevant authorities in the Relevant State/s, if required. Winner/s of the unclaimed prize draw/s will be notified by telephone and details published on the Website on Friday 7th August 2026.

13. Flight Centre Vouchers have their own Terms & Conditions and are not associated with the promoter in any way. Participants should familiarise themselves with these terms and conditions. The promoter takes no liability for a participant's inability to make use of any or all of the flight centre gift card for any reason whatsoever.

14. If due to any reason whatsoever the Promoter becomes aware after an entrant has won a prize that the entrant has not complied with these terms, that entrant will have no entitlement to the prize, even if the Promoter has announced them as a winner and that

entrant will be required, at the direction of the Promoter, to return, refund or otherwise make restitution of the prize.

15. No prize is transferable or exchangeable. In the event for any reason a winner does not take an element of any prize at the time stipulated by the Promoter then that element of the prize will be forfeited by the winner. The Promoter accepts no responsibility for any variation in prize value. Where a prize is unavailable for any reason, the Promoter may substitute for that prize another item of equal or higher value as determined by the Promoter, subject to the approval of the relevant authorities in the Relevant State/s, if required.

16. The Promoter collects personal information in order to conduct the Promotion. This information includes personal details such as first name, last name, address, email address, residential address, and phone number. The promoter collects this personal information to run the promotion and award the prize to the participant. If the participant does not provide the required personal information, the promoter will not be able to process the participants entry.

17. All personal information collected will be treated in accordance with the Promoter's Privacy Policy available at <https://www.fisiocrem.com.au/privacy-policy/> and may, for this purpose, disclose such information to third parties, including but not limited to agents, contractors, service providers, prize suppliers and, as required, to Australian regulatory authorities. Entry 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 entrant. Entrants should direct any request to access, update or correct information to the Promoter. All entries become the property of the Promoter.

18. If this promotion 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, to the fullest extent permitted by law (a) to disqualify any claimant; or (b) to modify, suspend, terminate, or cancel the promotion, as appropriate.

19. Except for any liability that cannot be excluded by law, the Promoter (including its 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 Promotion, including, but not limited to, where arising out of the following: (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 offer 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 variation in offer value to that stated in these Terms and Conditions; or (e) any tax liability incurred by a claimant.

20. The promoter's determination of winners is final, and correspondence will be entered into.

21. This promotion is governed by the laws of Queensland and the Commonwealth of

Australia, and the courts of Queensland will have exclusive jurisdiction to hear any disputes.

22. The Promoter is Pronat Group Australia Pty Ltd, ABN 14 122 981 766, 16/8 Production Avenue, Molendinar QLD 4214



**These Terms and Conditions include terms that limit the Promoter's liability to you and permit the Promoter to disclose your personal information to third parties (in accordance with the Promoter's Privacy Policy <https://www.colgatepalmolive.com.au/legal-privacy-policy>). You will need to accept these Terms and Conditions to participate in the promotion.**

1. Information on how to enter and prizes form part of these conditions. By participating, entrants agree to be bound by these conditions. Entries must comply with these conditions to be valid.

2. Entry is open to residents of Australia aged 18 years or older. Employees of the Promoter and their immediate families, participating retailers, any prize drawers and any agencies associated with this promotion are ineligible to enter.

3. To enter, each entrant must, during the Promotional Period:

(a) spend \$15.00 AUD or more on any Eligible Product from a Participating Store in a single transaction; and

(b) visit [www.winwithcolgate.com](http://www.winwithcolgate.com) and fully complete the online entry form, including full name, address, email address, telephone number and Eligible Product barcode number and purchase date. "**Eligible Product**" means: any Colgate Oral Care product.

"**Participating Store**" means every Australian Independent Pharmacy store excluding all Priceline, Chemist Warehouse and MyChemist Stores.

Entrants must retain a clear copy of their original receipt as proof of a valid purchase during the Promotional Period. Multiple entries will be accepted, however, each entry must be submitted separately.

4. The promotion commences at 12:01am AEDT on 01/04/26 and closes at 23:59pm AEST on 31/05/26 ("**Promotional Period**").

5. The draw will take place at 10:00am AEST on 15/06/26 at Units 26-

27, 27-31 Duerdin Street, Notting Hill VIC 3168. The first valid entry drawn from all entries received during the Promotional Period will receive the prize. There is one prize to be won.

6. Prize consists of KIA Picanto MY26 Sport Aust 5-door Hatchback 1.2L 4-speed Automatic FWD ULP in Signal Red/Black Cloth and 12 months of car registration in the winner's State or Territory ("**Prize**"). Total RRP value of the Prize = \$22,710.42. The Prize value is correct as at 08/12/2025 and is in Australian Dollars, but to the extent permitted by law, no responsibility is accepted by the Promoter for any variation in the value of the Prize after this date. Please note the registration cost (included as part of the total RRP value of the Prize) is based on the cost of registration in New South Wales (as of 08/12/2025), this cost may vary depending on the State or Territory.

All taxes (excluding GST) which may be payable as a consequence of receiving a prize are the sole responsibility of the winner.

The prize will be delivered to the winner as soon as possible, and in any event within 28 days of the Prize draw.

7. Prizes are not transferable and are not redeemable for cash.

8. The Promoter has no control over technical or telecommunications problems, and accordingly, the Promoter assumes no responsibility for any failure to receive an entry or for inaccurate information or for any loss, damage or injury as a result of technical or telecommunications problems, including security breaches. If such problems arise, then the Promoter may, acting reasonably, (where necessary with the approval of the relevant lottery authority) modify, cancel, terminate or suspend the promotion and will include entries provided prior to the recommencement on such basis as the Promoter reasonably deems fair and equitable, and in accordance with its obligations at law.

9. If any prize becomes unavailable for reasons beyond the Promoter's control, the Promoter may substitute a prize of equal or greater value, subject to any written directions from the various authorities.

10. The winner will be notified by email within 2 days of the draw. The name of the winner will be published on [www.winwithcolgate.com](http://www.winwithcolgate.com) for a minimum of 28 days. The winner will have until the 16/08/2026 to claim the Prize.

11. If necessary, including where the winner has not claimed the Prize, a second chance draw will be held on 17/08/2026 at the same time and place as the first Prize draw in order to distribute any unclaimed prizes. Winners will be notified by email within 2 days of the second chance draw. The name of the winner will be published on [www.winwithcolgate.com](http://www.winwithcolgate.com).

12. If there is no prize winner or the prize winner cannot be located, this information will be published at [www.winwithcolgate.com](http://www.winwithcolgate.com).

13. The Promoter reserves the right at any time, to request verification of the validity of entries and entrants (including an entrant's age, identity, residential address of winners and any other information from entrants relevant to entry into or participation in this promotion. Verification is at the reasonable discretion of the Promoter. The Promoter reserves the right to disqualify any individual who the Promoter reasonably believes has provided false information, fails to provide information, conspires with others to gain an unfair advantage or who is otherwise involved in any way in manipulating, interfering or tampering with the conduct of this promotion. The Promoter in its reasonable discretion elect not to award a prize where it suspects that person is not the original entrant. Errors and omissions may be accepted at the Promoter's discretion. Failure by the Promoter to enforce any of its rights at any stage does not constitute a waiver of those rights.

14. Without limiting any liability which cannot be excluded by law, the Promoter shall not be liable for any loss, damage or injury suffered or sustained (even if caused by negligence) as a result of accepting and/or using a prize that is supplied by a third party, except to the extent the loss, damage or injury arises as a result of the fraud or wilful

misconduct of the Promoter or its employees, officers, agents or contractors.

Without limiting any liability which cannot be excluded by law, the Prize is subject to the terms and conditions of Kia. The Promoter is not responsible or liable for any loss, damage or injury suffered by any winner as a result of the conduct of Kia or otherwise as a result of the winner accepting and/or using a Prize (even if caused by negligence), except to the extent the loss, damage or injury arises as a result of fraud or wilful misconduct of the Promoter or its employees, officers, agents or contractors. Nothing in this clause limits any right to recourse you may have against Kia.

15. Before the prize is awarded, the winner may be required to sign an agreement to release the Promoter from any liability arising from the use or participation in the Prize.

16. Entries remain the property of the Promoter. Details from entries will be collected and used for the purposes of conducting this promotion (which may include disclosure to third parties for the purpose of processing and conducting the promotion) and for promotional purposes surrounding this promotion. By entering this promotion entrants consent to the use of their information as described and agree that the Promoter may use this information, or disclose it to other organisations that may use it, in any media for future promotional purposes without any further reference or payment to the entrant. Entrants may access, change and/or update their personal information by contacting the Promoter on (02) 9229 5600 during office hours. A copy of the Promoter's privacy policy can be viewed here <https://www.colgatepalmolive.com.au/legal-privacy-policy>.

17. Any dispute relating to this promotion must, prior to a person initiating litigation, be dealt with as follows. The affected person ("complainant") will notify Colgate of the details of the dispute in writing and within 14 days of receiving this notice, the complainant and a Colgate representative will meet by videoconference to attempt to resolve the dispute. If unresolved within 30 days after that meeting, the

dispute will be escalated to a more senior Colgate manager not directly involved in the promotion, who will investigate the dispute and meet by videoconference with the complainant to further attempt to resolve the dispute. If still unresolved within a further 14 days of being escalated, then the senior Colgate manager will make a final and binding decision subject to any legal proceedings initiated by the complainant.

18. The Promoter is Colgate-Palmolive Pty Ltd (ABN 79 002 792 163) of 420 George Street, Sydney NSW 2000.

Authorised under NSW Authority: TP/04857, ACT Permit No TP26/00063, SA T26/45