

Cashback Terms and Conditions

Chemists' Own Allergy Cashback Promotion Terms & Conditions (“Conditions of Claim”)

Promotion: Chemists' Own Allergy Cashback Promotion

Promoter: Arrow Pharmaceuticals Pty Ltd. 15-17 Chapel Street, Cremorne, VIC, 3121.
ABN 33 605 909 911. Ph: 1300 9 ARROW (27769)

Purchase Period:

Start date: 01/09/2026 at 12:01 am AEDT

End date: 30/11/2026 at 11:59 pm AEDT

Claim Period:

Start date: 01/09/2026 at 12:01 am AEDT

End date: 28/02/2027 at 11:59 pm AEDT

Eligible claimants:

Claims are only open to Australian residents who are 18 years and over.

How To make a Cashback Claim

To claim a Reward i.e. make a “Cashback Claim”, the claimant must complete the following steps:

A. purchase any one product of the following products from a participating pharmacy/store (“Qualifying Purchase”) during the Purchase Period;

Product
Chemists' Own C-Zine Hayfever & Allergy Relief 70 Tablets
Chemists' Own C-Zine Hayfever & Allergy Relief 100 Tablets
Chemists' Own Desloratadine Hayfever & Allergy Relief 40 Tablets
Chemists' Own Fexo Hayfever & Allergy Relief 70 Tablets
Chemists' Own Fexo Hayfever & Allergy Relief 100 Tablets

Product
Chemists' Own Loratadine Hayfever & Allergy Relief 50 Tablets
Chemists' Own Loratadine Hayfever & Allergy Relief 100 Tablets
Chemists' Own Allergy Relief Nasal Spray 50mcg 140 Sprays
Chemists' Own Allermist Nasal Spray 17mL Bottle
Chemists' Own Children's Hayfever & Allergy Relief 30 Chewable Tablets

and

B. visit www.chemistsown.com.au/chemists-own-allergy-cashback/, follow the prompts to the Promotion claim page; and fully complete and submit the online claim form during the Claim Period with:

- your personal details (first name, last name, email address, phone number, mobile number, full address and State/Territory of residence);
- proof of purchase (photo or scanned copy of the purchase receipt for the Qualifying Purchase); and
- details of the participating pharmacy/store where the Qualifying Purchase was made

Cashback Claims will be processed within 7 working days of the Promoter receiving the same, subject to the Conditions of Claim set out below.

Additional Tips for making a Cashback Claim

To avoid forfeiting your Cashback Claim, please ensure that:
the proof of purchase clearly shows:

- the participating pharmacy/store from which the Qualifying Purchase was made;
 - the date that the Qualifying Purchase was made is within the Purchase Period; and
 - the product actually purchased is a Qualifying Purchase;
- you submit a fully complete online claim form during the Claim Period; and

Claims permitted:

Only one (1) Cashback Claim per person during the Claim Period. Limit one (1) Cashback Claim permitted per Qualifying Purchase. Purchasing multiple products in one

transaction will not constitute more than one Qualifying Purchase.

Rewards:

Reward Description	Value (per Reward)
Chemists' Own C-Zine Hayfever & Allergy Relief 70 Tablets: If a claimant purchases and submits a claim for a Chemists' Own C-Zine Hayfever & Allergy Relief 70 product, the Reward is AUD\$8 delivered as a Digital Vault Pays-enabled Prepaid Mastercard®.	\$8 AUD
Chemists' Own C-Zine Hayfever & Allergy Relief 100 Tablets: If a claimant purchases and submits a claim for a Chemists' Own C-Zine Hayfever & Allergy Relief 100 product, the Reward is AUD\$10 delivered as a Digital Vault Pays-enabled Prepaid Mastercard®.	\$10 AUD
Chemists' Own Desloratadine Hayfever & Allergy Relief 40 Tablets: If a claimant purchases and submits a claim for a Chemists' Own Desloratadine Hayfever & Allergy Relief 40 product, the Reward is AUD\$8 delivered as a Digital Vault Pays-enabled Prepaid Mastercard®.	\$8 AUD
Chemists' Own Fexo Hayfever & Allergy Relief 70 Tablets: If a claimant purchases and submits a claim for a Chemists' Own Fexo Hayfever & Allergy Relief 70 product, the Reward is AUD\$8 delivered as a Digital Vault Pays-enabled Prepaid Mastercard®.	\$8 AUD
Chemists' Own Fexo Hayfever & Allergy Relief 100 Tablets: If a claimant purchases and submits a claim for a Chemists' Own Fexo Hayfever & Allergy Relief 100 product, the Reward is AUD\$10 delivered as a Digital Vault Pays-enabled Prepaid Mastercard®.	\$10 AUD
Chemists' Own Loratadine Hayfever & Allergy Relief 50 Tablets: If a claimant purchases and submits a claim for a Chemists' Own Loratadine Hayfever & Allergy Relief 50 product, the Reward is AUD\$8 delivered as a Digital Vault Pays-enabled Prepaid Mastercard®.	\$8 AUD

Reward Description	Value (per Reward)
Chemists' Own Loratadine Hayfever & Allergy Relief 100 Tablets: If a claimant purchases and submits a claim for a Chemists' Own Loratadine Hayfever & Allergy Relief 100 product, the Reward is AUD\$10 delivered as a Digital Vault Pays-enabled Prepaid Mastercard®.	\$10 AUD
Chemists' Own Allergy Relief Nasal Spray 50mcg 140 Sprays: If a claimant purchases and submits a claim for a Chemists' Own Allergy Relief Nasal Spray 50mcg 140 product, the Reward is AUD\$8 delivered as a Digital Vault Pays-enabled Prepaid Mastercard®.	\$8 AUD
Chemists' Own Allermist Nasal Spray 17mL Bottle: If a claimant purchases and submits a claim for a Chemists' Own Allermist Nasal Spray 17mL product, the Reward is AUD\$8 delivered as a Digital Vault Pays-enabled Prepaid Mastercard®.	\$8 AUD
Chemists' Own Children's Hayfever & Allergy Relief 30 Chewable Tablets: If a claimant purchases and submits a claim for a Chemists' Own Children's Hayfever & Allergy Relief 30 Chewable product, the Reward is AUD\$6 delivered as a Digital Vault Pays-enabled Prepaid Mastercard®.	\$6 AUD

1. The claimant agrees and acknowledges that they have read these Conditions of Claim (and Schedule) and that claiming the Reward in the Promotion is deemed to be acceptance of these Conditions of Claim (and Schedule). Any capitalised terms used in these Conditions of Claim have the meaning given in the Schedule, unless stated otherwise. Offer not valid in conjunction with any other offer.
2. Claims are deemed to be received at the time of receipt by the Promoter and not at the time of submission by the claimant. Records of the Promoter and its agencies are final and conclusive as to the time of receipt.
3. Qualifying Purchases can only be made during the Purchase Period, and Cashback Claims will only be accepted during the Claim Period.

4. No part of a Reward is exchangeable, redeemable for any other Reward, or transferable to any other person.
5. Employees (and their immediate family members) of the participating pharmacy/store, agencies/companies directly associated with the conduct of this Promotion, the Promoter, businesses involved in determination of successful claimants for the Promotion, businesses involved in the management of the Promotion, any organisation benefiting from the Promotion, the Promoter's distributors, suppliers, subsidiary companies/businesses and associated companies and agencies are not eligible to participate in the Promotion or submit Cashback Claims. "Immediate family member" means any of the following: spouse, ex-spouse, de-facto spouse, child or step-child (whether natural or by adoption), parent, step-parent, grandparent, step-grandparent, uncle, aunt, niece, nephew, brother, sister, step-brother, step-sister or 1st cousin.
6. Each Reward will be paid to the person named in the Cashback Claim only. If there is a dispute as to the identity of a claimant, the Promoter reserves the right, in its sole discretion, to determine the identity of the claimant.
7. 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 Vault Payment Solutions Group Pty Ltd pursuant to an intermediary authorisation between Vault and Flexewallet Pty Ltd AFSL 448066. See www.vaultps.com.au/terms for terms and conditions. Mastercard and the circles design are registered trademarks of Mastercard International Incorporated.
8. A claimants' personal information will be collected by the Promoter. Personal information will be stored on the Promoter's database. The Promoter may use this information to contact the claimant for the purposes of the Promotion and to the extent necessary, as a claimant, you expressly consent to being contacted by the Promoter for the purposes of the Promotion. The Promoter is bound by the Australian Privacy Principles in accordance with the Privacy Act 1988 (Cth) and its privacy policy which is located at <https://dbghealth.com.au/privacy-policy/>. The Promoter's privacy policy contains information about how the claimant may access, update and seek correction of the personal information the Promoter holds about them and how the claimant may complain about any potential breach by the Promoter of the Australian Privacy Principles or any other Australian privacy laws

and how such complaints will be dealt with. The Promoter collects personal information about claimants to enable them to participate in this Promotion and may disclose the claimants' personal information to third parties including its contractors and agents, reward suppliers and service providers to assist in conducting this Promotion. If the claimant does not provide their personal information as requested, the Promoter may not be able to process a Cashback Claim or pay a Reward.

9. Any guarantee or warranty given is in addition to any relevant statutory guarantees and warranties and nothing in these Conditions of Claim restricts, excludes or modifies or purports to restrict, exclude or modify any statutory consumer rights under any applicable law including the Competition and Consumer Act 2010 (Cth).
10. If for any reason any aspect of this Promotion is not capable of running as planned, including by reason of computer virus, communications network failure, bugs, tampering, unauthorised intervention, fraud, technical failure or any cause beyond the control of the Promoter, the Promoter may in its sole discretion cancel, terminate, modify or suspend the Promotion and invalidate any affected Cashback Claims, or suspend or modify the Reward.
11. The Promoter reserves the right, at any time, to validate and check the authenticity of claims and claimant's details (including a claimant's identity, age and place of residence). In the event that a claimant cannot provide suitable proof as required by the Promoter to validate their claim, the claimant will forfeit the Reward in whole and no substitute will be offered. Incomplete, indecipherable, inaudible, incorrect and illegible claims, as applicable, will at the Promoter's discretion be deemed invalid and not eligible to claim a Reward. Cashback Claims containing offensive or defamatory comments, or which breach any law or infringe any third party rights, including intellectual property rights, are not eligible for a Reward. The use of any automated entry software or any other mechanical or electronic means that allows an individual to automatically submit Cashback Claims repeatedly is prohibited and may render all Cashback Claims submitted by that individual invalid.
12. The Promoter reserves the right to disqualify Cashback Claims in the event of non-compliance with these Conditions of Claim. In the event that there is a dispute concerning the conduct of the Promotion or claiming a Reward, the Promoter will resolve the dispute in direct consultation with the claimant. If the dispute cannot be resolved the Promoter's decision will be final.
13. The Promoter and its associated agencies and companies will not be liable for any loss (including, without limitation, indirect, special or consequential loss or loss of profits), expense, damage, personal injury or death which is suffered or sustained

(whether or not arising from any person's negligence or wilful misconduct) in connection with this Promotion or accepting or using any gift (or recommendation). For the sake of clarity, this clause shall not apply where the Promoter has contributed to or caused such loss, expense, damage, personal injury or death and shall not apply to any liability which cannot be excluded by law (in each case the Promoter's liability is limited to the minimum allowable by law).

14. The Promoter accepts no responsibility for any tax implications and the claimant must seek their own independent financial advice in regards to the tax implications relating to the Reward or acceptance of the Reward.
15. Failure by the Promoter to enforce any of its rights at any stage does not constitute a waiver of these rights.



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The use of the name "Chemists' Own" does not constitute or imply endorsement or recommendation of the Chemists' Own products or brand by pharmacists.

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