



**GOURMET® Satisfaction Guarantee Claim Form**

*“My seal of approval is your Guarantee of Satisfaction”*

“It is my personal belief that GOURMET offers the discerning cat some of the finest dishes on the planet. However, should you be less than completely satisfied with your GOURMET meal you will receive all your money back without quibbling, hissing or scratching.

Just have a member of your household return the form below with one pack of your unopened meals and a valid itemised till receipt. We simply ask that you explain why the dish in question failed to meet your exacting standards, so that we can have a word with the chef.”

Are you a UK or ROI resident? (yes/no)

Are you aged 18 years or over? (yes/no)

Do you have an original, valid itemised till receipt showing one pack of a qualifying GOURMET cat product purchased within 30 days of the claim date? (yes/no)

Do you have the outer product packaging from the GOURMET product being claimed? (yes/no)

Full Name: .....

Email address: .....

Please give your comments to our chef as to why the product didn't meet your satisfaction (in no more than 30 words):

.....  
.....  
.....  
.....  
.....

Cat's name: .....

Cat's age in months and years: .....

Cat's breed (if known): .....

Applicant's Bank or PayPal details where the refund should be sent:

Full Name: .....

Sort Code: .....

Account Number: .....

PayPal email address: .....

Marketing opt-in: (yes/no)

Please return this completed form, your receipt and unopened product to:

GOURMET Guarantee of Satisfaction,  
Uckfield, East Sussex, TN22 1QQ

Please complete the details, referring to the T&Cs here [Gourmet Satisfaction Guarantee Terms & Conditions | Purina](#) or below.

**Terms and Conditions:** These Terms and Conditions prevail in the event of any conflict or inconsistency with any other communications, including advertising or promotional materials. Entry and claim instructions are deemed to form part of these Terms and Conditions and by participating all participants will be deemed to have accepted and be bound by them. Participants should retain a copy for their information.

The Promoter takes data protection seriously. By entering this promotion, participants confirm that they have read the Privacy Policy and agree to these Terms and Conditions of the promotion. By submitting any information required as part of their participation into the promotion, participants agree to their information being held and processed in accordance with the General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

1. Promotion open to UK and ROI residents, aged 18 years or over, who register a valid application form with Purina at the address provided. Excludes employees and their immediate families of Nestlé Purina UK Commercial Operations Ltd, its agents and anyone else professionally connected with this promotion. No bulk, trade or third-party applications will be accepted.
2. Participants may claim a refund for one free pack of any GOURMET® Cat product as listed in Clause 4 below. All products are subject to availability, whilst stocks last.
3. Internet access, a valid till receipt and the product packaging are required to make a valid claim. Participants must visit <https://www.gourmet-cat.co.uk> to request an application form. An application form will be sent via an email link to the email address provided.
4. The offer is limited to a maximum of one (1) money back application per household only for one of the following products:
  - Gourmet Perle
  - Gourmet Gold
  - Gourmet Mon Petit
  - Gourmet Solitaire
  - Gourmet Nature's Creations
  - Gourmet Revelations
5. Only valid applications will be accepted if received at: GOURMET MBG, FREEPOST RLTS-KSXS-BZHK, UCKFIELD, TN22 1QQ. A valid application comprises of a completed, legible, on-line application form, including:
  - Applicant's full name
  - A current and valid email address
  - Completed details of their cat, for maximum of one cat only
  - Cat's name;

- Cat's age in months and years;
  - Cat's breed/cat (if known);
  - Applicant's Bank or PayPal details where the refund should be sent;
  - Marketing opt-in - Yes or No – Tick Box
  - An original, valid itemised till receipt showing one pack of a qualifying GOURMET Cat product purchased within 30 days of the claim date.
  - The outer packaging from the GOURMET product being claimed
  - The Promoter reserves the right to refuse any till receipts that:
    - Are out of focus/blurry/smudged/damaged or soiled to a point that the purchase cannot be clearly seen;
    - Do not have the correct product clearly visible;
    - Are old, out of date or fall outside of the stated promotional period;
    - That show store locations in geographical locations outside the stated promotional area;
    - The Promoter reserves the right at its sole discretion to disqualify any individual found to be attempting to circumvent this clause by tampering with or altering till receipts. Any attempts to submit any invalid till receipts may result in the participant's claim being frozen and possibly deleted.
6. All valid applications/claims must be received by no later than 30 days from the date shown on the submitted till receipt. No responsibility can be accepted for applications that are lost, damaged or delayed in the post, or for claims from an application form that cannot be made due to any technical issues. The Promoter cannot be liable for:
- Any incorrect or inaccurate personal data entry, or for any faulty or failed electronic data transmissions.
  - Communications line failure, regardless of cause, with regards to any equipment, systems, networks, lines, satellites, servers, computers or providers utilised in any aspect of this promotion.
  - Inaccessibility or unavailability of the internet or the official webpage or any combination thereof.
7. Successful applicants will receive a full refund as shown on their till receipt up to the maximum purchase value of £15/€20 for a maximum of one pack of GOURMET Cat food as outline in Clause 4 above.
8. Any qualifying packs purchased as part of a multi-buy promotion, or price reduction, will be refunded at the promotional price and not the individual price.
9. Full refunds will be sent in the form of a BACs transfer or via PayPal to the original claimant only as per the bank/PayPal details included in their application form. Applicants must ensure that their bank/PayPal details are correct, as the Promoter cannot be responsible for any payments made to the wrong account or that cannot be made due to incorrect details being provided. Such payments may take at least 28 days from the receipt of a valid application. This offer does not affect the applicant's statutory rights.
10. By participating in this promotion, participants are deemed to have accepted these terms and conditions.
11. The Promoter reserves the right to amend or withdraw this promotion at any time without prior notice, in the event of any unforeseen circumstances outside its reasonable control but will use all reasonable endeavours to minimise the effect to participants to avoid undue disappointment.
12. The Promoter's decision is final and binding in all matters.

13. Data Protection: The Promoter will only use the personal details supplied for the administration of the promotion and the auditing of the applications where necessary and for no other purpose, unless we have your consent and you have opted-in to receive future marketing communications. As part of this promotion, if you are not opted-in into our general marketing email, you may still receive emails for this promotion only. Your personal details will at all times be kept confidential, and in accordance with the General Data Protection Regulation (GDPR). Click here for the Promoter's Privacy Policy <https://www.purina.com/policy-privacy/> .
14. You have the right to access, review and request a physical or electronic copy of information held about you. You also have the right to request information on the source of your Personal Data. These rights can be exercised by sending Us an e-mail to: UKI.Dataprotection@uk.nestle.com or by writing to Us at: Data Protection Nestlé UK&I, Legal Department, 1 City Place, Gatwick, RH6 0PA, attaching a copy of your ID or equivalent details (where requested by Us and permitted by law). If the request is submitted by a person other than you, without providing evidence that the request is legitimately made on your behalf, the request will be rejected. Please note that any identification information provided to Us will only be processed in accordance with, and to the extent permitted by applicable laws.
15. The Promoter reserves the right to verify any application including but not limited to asking for address and identity details (which they must provide within 14 days) and to refuse to award a claim where there are reasonable grounds to believe there has been a breach of these terms and conditions or any instruction forming part of this promotion or where abuse is suspected. The Promoter will be the final arbiter in any decisions.
16. All entrants will be required to provide a genuine email address that is personal, valid and accessible throughout the promotion. In the event that the specified information is not provided or is incorrect or an alias, the entry may be considered incomplete and therefore the Promoter reserves the right to invalidate the entry.
17. In the event of an email address becoming inaccessible during the promotion, the Promoter is not able to retrieve and amend any existing entries to a new email address.
18. If, for any reason, any aspect of this promotion is not capable of running as planned, including by reason of infection by computer virus, network failure, bugs, tampering, unauthorised intervention, fraud, technical failures or any other cause beyond the control of the Promoter which corrupts or affects the administration, security, fairness, integrity or proper conduct of this promotion, the Promoter may in its sole discretion modify or suspend the promotion or invalidate any affected entries. If an act, omission, event or circumstance occurs which is beyond the reasonable control of the Promoter and which prevents the Promoter from complying with these Terms and Conditions the Promoter will not be liable for any failure to perform or delay in performing its obligation but will always endeavour to minimise the effect to participants in order to avoid undue disappointment.
19. If any of these clauses should be determined to be illegal, invalid, or otherwise unenforceable then it shall be severed and deleted from these Terms and Conditions and the remaining clauses shall survive and remain in full force and effect.
20. The Promotion and these Terms and Conditions will be governed by the laws of the participating country and any disputes as to the meaning of these terms will be subject to the exclusive jurisdiction of the participants' local courts.
21. Complaints or questions concerning these regulations and the Promotion, as well as requests in the context of the rights that participants may assert over their personal data, must be sent in writing to: Nestlé Purina UK Commercial Ops Ltd, 1 City Place, Gatwick, RH6 0PA or by calling 0800 212 161 (UK) or on 1800 509 368 (ROI).

Promoter: Nestlé Purina UK Commercial Operations Ltd, 1 City Place, Gatwick, RH6 0PA