

# Terms & Conditions

1. T&Cs valid until 30th June 2025.
2. Refund via EFT will only be provided once the Promoter receives: (1) the physical product with packaging/barcode identifying the SKU; (2) a clear purchase receipt showing the retailer, purchase date, product purchased and spend amount; (3); the Claim ID number associated with their online claim submission.
3. The refund does not include postage costs for the return of the Product.
4. Returns should be made to the below address and should reference the claim ID number:  
For AU Returns:  
P&G Money Back Guarantee  
PO Box 6012  
Blacktown, NSW, Australia, 2148  
  
For NZ Returns:  
Marlin Transport C/O P&G Money Back Guarantee  
51 Richard Pearse Drive,  
Airport Oaks, Manukau, Auckland, 2022
5. Refund is only valid if the claim is submitted within the below timeframe from the purchase date, the product was posted within 7 days of submission of the claim and if, in the opinion of the Promoter, the Product has been used in the recommended manner.
  - a. IPL Products - 90 days
  - b. Male Shaver Series 5, 6, 7, 8 or 9, Beard Trimmer Series 5, 7 or 9, Multi-Grooming Kit Series 5 or 7, Silk Epilator series 7, 9, Silk Epilator Flex 5 or 9 - 60 days
6. No responsibility will be accepted for late, lost or misdirected mail - customers are encouraged to obtain a reference number when returning goods.
7. This offer is in addition to and does not replace your statutory rights and protections under Australian and New Zealand Consumer Law.
8. Allow 14 working days to receive the EFT payment after claim has been validated.
9. Customer is responsible for providing correct EFT information. Any customers providing invalid payment information will receive an email to update their details. Customer will have three months to provide valid payment information from the time of receiving this notification via email. If not corrected within this stipulated time the money back guarantee will be void.
10. Employees, suppliers and their immediate families of the Promoter are ineligible to apply.
11. The Promoter collects personal information ("PI") in order to conduct the offer and may, for this purpose, disclose such PI 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 PI. The

Promoter will also use and handle PI as set out in its Privacy Policy, which can be viewed at [https://www.pg.com/privacy/english/privacy\\_statement.shtml](https://www.pg.com/privacy/english/privacy_statement.shtml) In addition to any use that may be outlined in the Promoter's Privacy Policy, the Promoter may, for an indefinite period, unless otherwise advised, use the PI for promotional, marketing, publicity, research and profiling purposes, including sending electronic messages or telephoning the entrant. The Privacy Policy also contains information about how entrants may opt out, access, update or correct their PI, how entrants may complain about a breach of the Australian Privacy Principles or any other applicable law and how those complaints will be dealt with. All entries become the property of the Promoter. The Promoter will not disclose PI to any entity outside of Australia.

12. The Promoter in Australia is Procter & Gamble Australia Pty Ltd (ABN 91 008 396 245) of L4, 1 Innovation Road, Macquarie Park NSW, 2113
13. Customer service enquiries may be made via PH (AU): 1800 672 772 or email (AU and NZ): [pgmbg@campaign.net.au](mailto:pgmbg@campaign.net.au)