

## Terms and Conditions for Satisfaction Guarantee Offer:

1. **Eligibility:** The Satisfaction Guarantee Offer ("Offer") is applicable to purchases of Carr & Day & Martin's product "Killitch 25% w/v cutaneous emulsion" also known as "Killitch" ("Product"), specifically designed to prevent and treat sweet itch in horses. The Offer is valid subject to compliance with the terms outlined herein.
2. **Scope of Offer:** The Offer guarantees satisfaction to customers who have purchased the Product and utilised it correctly in accordance with the provided instructions. If a customer is dissatisfied with the performance of the Product after appropriate and proper usage, they may be eligible for a refund or replacement as outlined in these terms.
3. **How to Claim:** To claim under the Satisfaction Guarantee Offer, customers must:
  - Provide proof of purchase, such as a valid receipt or order confirmation.
  - Submit a written explanation detailing the dissatisfaction with the product's performance.
  - Demonstrate that the product was used correctly and in accordance with the instruction provided by Carr & Day & Martin.
4. **Refund/Replacement Criteria:** Refunds or replacements under this offer are subject to the following conditions
  - Where appropriate, the claimant must fully support and pharmacovigilance activities led by Carr & Day & Martin or their nominated consultant(s).
  - The dissatisfaction must be directly related to the performance of the product especially in preventing or treating sweet itch in horses.
  - The Product must have been used correctly, following the instructions provided by Carr & Day & Martin.
  - Claims must be made within 30 days from the date of purchase, as determined by Carr & Day & Martin.
5. **Verification Process:** Carr & Day & Martin reserves the right to verify the authenticity of all claims submitted under the Satisfaction Guarantee Offer. This may involve requesting additional information or evidence from the customer to support their claim.
6. **Discretionary Refunds/Replacements:** Carr & Day & Martin retains the discretion to determine whether a refund or replacement is appropriate based on the circumstances of each individual claim. This decision will be final and binding.
7. **Exclusions:** The Satisfaction Guarantee Offer does not apply to:
  - Products that have been misused, abused, or used in a manner inconsistent with the provided instructions.
  - Claims that do not meet the eligibility criteria outlined in these terms
  - Any other Carr & Day & Martin products not specifically designed as part of this offer.
8. **Limitation of Liability:** To the extent permitted by law, Carr & Day & Martin shall not be liable for any indirect, incidental, special, or consequential damages arising out of or in connection with the Satisfaction Guarantee Offer.
9. **Modification or Termination:** Carr & Day & Martin reserves the right to modify, suspend, or terminate the Satisfaction Guarantee Offer at any time without prior notice. Any such changes will be effective immediately upon posting on the Carr & Day & Martin website or other official channels.
10. **Personal Information:** Carr & Day & Martin will handle any personal information supplied in accordance with GB GDPR for the purpose of the application and legally required pharmacovigilance activities.

- 11. Contact Information:** For inquiries or to submit a claim under the Satisfaction Guarantee Offer, please contact Carr & Day & Martin Customer Service at [customer.services@carrdaymartin.co.uk](mailto:customer.services@carrdaymartin.co.uk)

By participating in the Satisfaction Guarantee Offer, customers agree to abide by these terms and conditions. Carr & Day & Martin reserves the right to amend these terms at any time and without prior notice.

Offer available to UK residents only