



## 100% Satisfaction Guarantee Terms and Conditions

### Consumer

1. All bags of food must contain at least 75% of the product to be eligible to return.
2. Consumers must present a valid receipt, showing the date and value of the product when purchased, in order to gain a full refund.
3. Any bags of food returned under the 100% Satisfaction Guarantee must still be in date – expired products will not be accepted.
4. Consumers are eligible for a full refund due to an unsatisfactory initial trial. This trial period lasts for one month following the purchase of the first bag.
  - a) Products purchased in 2kg, 5kg and 7.5kg bags may be returned during an initial trial. However, the return of a 15kg bag during the trial period will need to be referred to the supplier via the retailer before a refund is given.
  - b) Products returned outside of an initial trial period will need to be referred to the supplier via the retailer before a refund is agreed.
5. Reimbursement of the product will be given in the form of a full refund equivalent to the value of the bag of food when purchased.