

HYGAIN CHAMPIONS CLUB REWARDS PROGRAM

Terms & Conditions

In registering for and participating in the HYGAIN Champions Club Rewards Program organised by Hy Gain Feeds Pty Ltd you must agree to the following terms and conditions:

- In order to register for the HYGAIN Champions Club Rewards Program you must be 16 years or older.
- Only individuals are eligible to register for the HYGAIN Champions Club Rewards Program, excluding corporations and associations.
- In order to register for the HYGAIN Champions Club Rewards Program you need to have a valid and working email and postal address.
- There are no membership fees associated with the HYGAIN Champions Club Rewards Program however, you will need to collect 10 tokens and send in with the application form to activate your membership.
- Members are eligible for random prize draws, and other benefits such as discounts on merchandise.
- Hy Gain Feeds may offer competitions and/or promotions that may have their own rules outlining eligibility, registration, prize and other information specific to the promotion. Members are required to read specific rules and decide upon participation.
- By registering for the HYGAIN Champions Club Rewards Program you are consenting to receive the monthly HYGAIN E-Newsletter via email.
- In order to utilize the HYGAIN Champions Club Rewards Program and redeem your HYGAIN Champion Club tokens, individuals must download the application form online at: www.hygain.com.au/rewards and send in the correct number of tokens plus postage payment to Hy Gain Feeds Pty Ltd, PO Box 199, Officer, VIC 3809.
- You must fill out all required fields of the HYGAIN Champions Club Rewards Program registration form that includes name, email address, postal address, telephone number and several brief questions to determine more about the member. These additional questions are used to develop marketing programs that will be of interest to individual members.
- Prospective member agrees to provide only true and accurate information when registering for the HYGAIN Champions Club Rewards Program.
- Number of HYGAIN Champions Club tokens needed to redeem merchandise can be found at: www.hygain.com.au/rewards

- Merchandise will only be sent to the member if the number of tokens necessary for the respective item is correct and has been sent to Hy Gain Feeds Pty Ltd along with the member's complete redemption form and postage payment.
- HYGAIN Champions Club tokens and member's details can be submitted via post to Hy Gain Feeds Pty Ltd, Rewards Program, PO Box 199, Officer, VIC 3809.
- Hy Gain Feeds Pty Ltd will accept no responsibility for tokens that are lost or misdirected during delivery.
- HYGAIN Champions Club tokens have no monetary value and are not redeemable for cash.
- HYGAIN Champions Club tokens must not be copied in any way, copies of tokens are not permitted and will be rejected.
- Hy Gain Feeds reserves the right to terminate membership in case of fraud and abuse involving the HYGAIN Champions Club Rewards Program and if they have reasonable grounds to believe that member has breached any of these terms and conditions.
- Member may cancel HYGAIN Champions Club Rewards Program membership at any time by notifying Hy Gain Feeds via email, post or phone. Membership will be inactivated immediately.
- Hy Gain Feeds reserves the right to modify or terminate the HYGAIN Champions Club Rewards Program and/or these terms and conditions any time at its discretion and without obligation. Any changes are effective when they are posted to the following site: www.hygain.com.au/rewards and sent to you via email. Your continuing use the HYGAIN Champions Club Rewards Program indicates that you accept the changes that have been made.
- Hy Gain Feeds needs to be notified by any change of member's details such as change of email or postal address.
- All members' details will remain confidential and will not be released to a third party.

Return Policy

At HYGAIN we are committed to providing excellent service and are offering hassle-free returns and exchanges subject to the Return Policy below.

How do I return/exchange an item?

Simply send an email to championsclub@hygain.com.au or call on (03) 5943 2255 within 30 days of receiving the goods stating the reason you wish to return/exchange your

purchased item. Please make sure to include your docket number, champions club number and name and our dedicated support team will discuss the return request and advise the best course of action.

Does my return request qualify?

- Returns/exchanges may only be granted within 30days of the purchase.
- Your item must be unused and in the original condition that you received it in.
- Opened supplements or treats are not eligible for refunds or exchanges due to health policies.
- You may return the item in its original packaging with the receipt of proof of purchase included.

Who pays for shipping?

Shipping costs are non-refundable for returned packages where delivery has been fulfilled as promised. If you receive a refund, the cost of the return shipping will be deducted from your refund.

My item was damaged during transit?

If your item was damaged during transit, please email championsclub@hygain.com.au with a photo of the damaged item no later than 1 week after the delivery was received.

How do I receive a refund/exchange?

Once we have received your returned item, we will inspect it and notify you on the status of your refund/exchange. If your return is approved, we will initiate a refund to your credit card.

Lifestyle Collection Terms & Conditions

- Items available for redemption in the Lifestyle Collection range may be subject to change at any given time.
- All reward items are subject to availability and substitutions or restrictions may be necessary.
- Lifestyle Collection items are supplied direct from a third party supplier, not Hy Gain Feeds Pty Ltd.

- Token amounts required for Lifestyle Collection items are subject to change at any time.
- Lifestyle Collection items include the postage costs and must be sent to **a street address not a PO Box**. Preferably a business address.
- Where possible items will be processed and delivered within 28 days of receipt of redemption. Sometimes, due to seasonal demands and delays, this delivery time may be longer than 28 days.
- Hy Gain Feeds Pty Ltd make no express or implied warranty or representation in connection with the reward items (including with respect to type, quality or standard of fitness for any purpose)
- Hy Gain Feeds Pty Ltd are not liable for any loss participants suffer (including consequential loss) arising in connection with reward items (including failure to provide a reward item, its loss, theft or destruction).
- Redeemed reward items are not exchangeable for other rewards items, refundable, replaceable or transferable for cash or credit under any circumstances. Nor can redemptions be cancelled or changed once they have been made.
- Reward items may only be returned if damaged during delivery or faulty. If a reward item is covered by a manufacturer's warranty and requires service, the participant must contact the manufacturer named in the warranty information directly.
- Lifestyle Collection redemptions must be ordered on the Lifestyle Collection redemption form. If you are also redeeming Hygain merchandise at the same time the Hygain redemption form will also need to be completed and submitted with your tokens and postage fee.