

Petstock Rewards Program Terms & Conditions - Australia

Effective: 1 July 2025

Definitions

'Application Form' means the application form for Membership as amended by Petstock from time to time, the current version of which is available [here](#).

'App' means Petstock's mobile application called the "Petstock App" (if available).

'Australian Consumer Law' means Schedule 2 to the Competition and Consumer Act 2010 (Cth);

'Autoship' means the subscription services offered by Petstock for the purpose of enabling customers to receive the same goods from Petstock on a recurring basis.

'Brand Cash' means brand loyalty dollars earned with each eligible purchase transaction on participating brands that are accrued to the Member's Petstock Rewards Account.

'Brand Cash Participating Brand' means a brand listed as a Brand Cash participating brand under the Prior Terms & Conditions and also available on our website [here](#).

'Everyday Rewards' refers to the customer loyalty program which Woolworths Group Limited operates throughout Australia under the Everyday Rewards T&Cs.

'Everyday Rewards account' has the meaning given in the Everyday Rewards T&Cs.

'Everyday Rewards Member' has the meaning given to the term 'Member' in the Everyday Rewards T&Cs, and 'Everyday Rewards Membership' has a corresponding meaning.

'Everyday Rewards points' has the meaning given in the Everyday Rewards T&Cs.

'Everyday Rewards T&Cs' means the terms and conditions as amended and published on the Everyday Rewards website from time to time, available at www.everyday.com.au

'Excluded Products & Services' means gift cards, adoption fees, microchipping, veterinary medications and services, purchases made on Autoship and shipping.

'Linked Member' has the meaning given in clause 52 of these Terms and Conditions.

'Member' means a person who has applied for membership of the Petstock Rewards Program and whose application has been accepted by Petstock, and 'Membership' has a corresponding meaning.

'Members' means the members of the Petstock Rewards Program.

'Pet Cash' means rewards dollars earned on an eligible transaction under these terms & Conditions that are accrued to the Member's Petstock Rewards Account.

'Pet Cash Amount' means the amount of Pet Cash a Member may earn when purchasing a Pet Cash Participating Product or making an eligible purchase as part of a Pet Cash Promotion.

'Pet Cash Participating Product' means a product referred to in clause 39.

'Pet Cash Promotion' means a special promotion run by Petstock from time to time which allows Members to earn Pet Cash on certain purchases from a Petstock Site during a certain period of time, details of which will be available on our website [here](#) from time to time.

'Petstock' means Petstock Pty Ltd ABN 80 098 394 588 and includes where appropriate Petstock's employees, agents, and contractors, officers and Related Bodies Corporate.

'Petstock Dollars' means loyalty dollars earned with an eligible purchase transaction that are accrued to the Member's account.

'Petstock Group' means Petstock and its Related Bodies Corporate.

'Petstock Rewards' means rewards and benefits under the Petstock Rewards Program.

'Petstock Rewards Program' means the Petstock loyalty and rewards program operated by Petstock in accordance with these Terms & Conditions, as amended from time to time.

'Petstock Rewards Account' means your account with the Petstock Rewards Program.

'Petstock Site' means a Petstock branded store or digital platform in Australia.

'Prior Brand Cash Rules Expiry Date' means the Brand Cash expiry date as determined under the Prior Terms & Conditions.

'Prior Terms & Conditions' means the terms and conditions of the Petstock Rewards Program in place on 30 June 2025 and which are available [here](#).

'Related Body Corporate' has the meaning given to it in the Corporations Act 2001 (Cth).

'Reward' means a benefit accrued or awarded under the Petstock Rewards Program, in accordance with these Terms and Conditions.

'Terms & Conditions' means these terms and conditions on this page, as amended and published on www.petstock.com.au from time to time.

'We', 'us' and 'our' are references to Petstock.

'You' and 'your' are references to you.

Membership

1 - An applicant may apply to be a Member by signing up:

- a) In a Petstock store;
- b) On our website at: www.petstock.com.au; or
- c) On our App (if available).

2 - Membership is only available to individuals. Trusts, partnerships, joint ventures, associations and corporations cannot apply.

3 - Petstock may (acting reasonably) accept or refuse an application for Membership in its discretion. If an applicant does not provide the necessary information on the Application Form, that applicant may not be eligible to participate in the Petstock Rewards Program.

4 - Membership rights are determined by Petstock from time to time and may include discounts for products purchased at Petstock stores. Where possible, Petstock will notify Members when there are changes to Membership rights in accordance with clause 66 of these Terms and Conditions.

5 - Discounts, Rewards and other benefits available in the Petstock Rewards Program are personal to the Member noted on the Application Form and may not be transferred or used in conjunction or combination with any other offer or promotion. Member discounts are not available on goods at 'sale' or 'special' prices.

6 - It is the responsibility of the Member to maintain a valid postal address, email address and mobile phone number with Petstock and to keep your Membership details up to date, in order to continue to receive Member benefits.

7 - Petstock's St Arnaud, Barham and Cohuna stores do not participate in the Petstock Rewards Program. Purchases made in those stores will not earn Rewards and Rewards may not be redeemed at those stores.

Participation and Limitation of Liability

8 - By applying for Membership, the applicant acknowledges and accepts these Terms and Conditions, which will apply upon the issue of an approved Membership.

9 - Each Member consents and agrees to receive marketing information, offers and special discounts from Petstock and Petstock Group members. A Member may choose to opt out at any time by either unsubscribing from notifications using the tools provided in the sent communication or by contacting their store or Petstock Head Office on customerservice@petstock.com.au.

10 - If requested, a Member must produce proof of Membership if seeking the benefit of any Reward, discount or other benefit offered to Members, or upon request by Petstock. This is currently through provision of their Membership number or appropriate form of identification such as a current drivers licence.

11 - Any liability (including for tax) arising out of or in any way connected with a Member's participation in the Petstock Rewards Program is the responsibility of that Member.

12 - Nothing in these Terms and Conditions excludes, modifies or purports to exclude or modify the statutory consumer guarantees set out in the Australian Consumer Law (Non-Excludable Guarantees). The Australian Consumer Law implies terms, conditions or warranties into contracts for the supply of goods or services that cannot be excluded (Non-excludable Guarantees).

13 - If the Australian Consumer Law or any other legislation implies a condition, warranty or term into these Terms and Conditions or provides statutory guarantees in connection with the goods or services supplier, Petstock's liability for breach of such condition, warranty or other term or guarantee is limited, to the extent it is able to do so, to:

- in the case of the supply of products, Petstock doing one or more of the following:
 - replacing the products, or supplying equivalent goods;
 - repairing the products;
 - paying the cost of replacing the goods or of acquiring equivalent products; or
 - paying the cost of having the relevant goods repaired; or
- in the case of the supply of services, Petstock doing either or both of the following:
 - supplying or arranging for the supply of the services again; and/or
 - paying the cost of having the services supplied again.

14 - Except for any liability that cannot by law be excluded, including the Non-Excludable Guarantees, Petstock is not responsible for and excludes any liability, loss, damage or expense incurred by a Member in connection with Petstock Rewards Program, including injury or loss incurred whilst participating in any activity of Petstock Rewards Program or Petstock or in any activity in which Members are invited to participate, except to the extent that such loss, damage or expense arises as a direct result of Petstock's wilful misconduct or negligence.

15 - All discounts for Members for purchases at Petstock stores are subject to availability.

16 - Member discounts are not negotiable, are non-transferable, and are not redeemable for cash.

17 - To the maximum extent permitted by law:

Petstock makes no warranty or representation as to the quality, suitability or merchantability of any goods or services offered or redeemed as Rewards; and
Petstock will not be liable in any way if Rewards, benefits or promotions are unavailable as a result of a technical malfunction, operator fault, errors resulting from computer hardware or software errors or failure.

18 - Petstock does not warrant in any way that the Rewards, discounts or benefits for Members will be available at any particular time or times or in any particular place.

19 - For purchases made online, the Petstock Terms and Conditions, available [here](#), will apply.

Petstock Dollars and Brand Cash

Petstock Dollars

20. Petstock Dollars cannot be earned on purchases of products or services online or instore at Petstock Sites.

21. Unused Petstock Dollars accrued by a Member prior to AEST 1 July 2025 will be available for use by that Member online and instore at Petstock Sites in the manner and for the amount of time, as set out in these Terms and Conditions below.

22. Petstock Dollars can be redeemed at a Petstock Site prior to expiry on all products, excluding gift cards, pet adoption, microchipping, Autoship purchases and shipping.

23. Petstock Dollars are non-transferable and cannot be redeemed for cash. Petstock Dollars previously earned on goods that are subsequently returned or refunded will be cancelled.

24. Any queries regarding Petstock Dollars need to be submitted in writing to the Petstock Customer Experience Team at customerservice@petstock.com.au.

Petstock Dollars Expiry

25. Unused Petstock Dollars accrued by a Member prior to AEST 1 July 2025 will be available for use by that Member at Petstock Sites until the earlier of:
- (a) its expiry date under the Prior Terms & Conditions; and
 - (b) AEST 11.59pm on 30 September 2025, after which time they will expire and be cancelled.
26. Members can also track when their Petstock Dollars are expiring by asking a team member in-store, when logged into their Petstock Rewards Account online or on the App (if available).

Brand Cash

27. Effective from AEST 1 July 2025, Brand Cash will no longer be earned by Members.
28. Unused Brand Cash accrued by a Member prior to AEST 1 July 2025 will be available for use by that Member online and in-store at Petstock Sites in the manner and for the time set out in these Terms and Conditions below.
29. Brand Cash is redeemable on the same Brand Cash Participating Brand of dog and cat premium food or flea, tick and worming treatment brand or other participating brands such as KONG, Greenies, Rogz or selected litter from which it was earned, is not restricted by size or type of food i.e. dry and wet, apart from Brand Cash earned from Premium Food brands which cannot be redeemed on treats.
30. The current list of Brand Cash Participating Brands, including those which are Premium Foods, is accessible on the Petstock website [here](#). All products and brands are subject to availability.
31. Brand Cash is not transferable and cannot be redeemed for cash.
32. Brand Cash earned on products that are subsequently returned or refunded will be cancelled.
33. Any queries regarding Brand Cash need to be submitted in writing to the Petstock Customer Experience Team at customerservice@petstock.com.au.

Brand Cash Expiry

34. Unused Brand Cash accrued by a Member prior to AEST 1 July 2025 will be available for use by that Member at Petstock Sites until the earlier of:

- a. its expiry date under the Prior Terms & Conditions; and
 - b) AEST 11.59pm on 30 September 2025,
- after which time it will expire and be cancelled.

35. Members can track when their Brand Cash is expiring by asking a team member in-store, when logged into their Petstock Rewards Account online or on the App (if available).

36. You may be reminded that your Brand Cash is expiring via email, SMS or a call from our Customer Service Team, so make sure your details are kept up to date.

Pet Cash

General

- 37. Customers must be a Member of the Petstock Rewards Program and use their Membership when purchasing from a Petstock Site to be eligible to earn Pet Cash.
- 38. When purchasing a Pet Cash Participating Product, Members will receive the corresponding Pet Cash Amount for that product, subject to these Terms & Conditions.
- 39. The list of Pet Cash Participating Products and corresponding Pet Cash Amount is subject to change from time to time. The current list of Pet Cash Participating Products and corresponding Pet Cash Amount is available on our website [here](#), so please check regularly for the updated list. All products and brands are subject to availability.
- 40. Members may also earn Pet Cash when making eligible purchase as part a Pet Cash Promotion. The Pet Cash Amount and other details of a Pet Cash Promotion will be available on our website [here](#) from time to time, so please check when a Pet Cash Promotion is running.
- 41. Any Pet Cash earned will be added to the Member's Petstock Rewards Account.
- 42. Pet Cash is redeemable prior to expiry on the purchase of any products or services from a Petstock Site, excluding the Excluded Products & Services.
- 43. Pet Cash earned from the purchase of a Pet Cash Participating Product is redeemable two hours after the transaction in which it was earned.
- 44. Pet Cash earned from a Pet Cash Promotion is redeemable 7 days after the transaction in which it was earned.
- 45. Pet Cash is not earned when a Member opts to price match (except where price matching to Petstock's website).
- 46. Pet Cash is not transferable and cannot be redeemed for cash.
- 47. Pet Cash earned on Pet Cash Participating Products or purchases made during a Pet Cash Promotion that are subsequently returned or refunded will be cancelled.
- 48. Any queries regarding Pet Cash need to be submitted in writing to the Petstock Customer Experience Team at customerservice@petstock.com.au.

Pet Cash Expiry

- 49. Pet Cash will expire three months from the end of month in which it is are earned, at which time it will be cancelled and no longer available for use.
- 50. Members can track when their Pet Cash is expiring by asking a team member in-store, when logged into their Petstock Rewards Account online or on the App (if available).
- 51. You may be reminded that your Pet Cash is expiring via email, SMS or a call from our Customer Service Team, so make sure your details are kept up to date.

Everyday Rewards

52. Customers must be a Member of the Petstock Rewards Program and also an Everyday Rewards Member, link their Petstock Rewards Account with their Everyday Rewards account (**Linked Member**), and use their Membership when purchasing from a Petstock Site to collect Everyday Rewards points.
53. Members will receive a minimum of one Everyday Rewards point for every dollar spent on all products purchased at a Petstock Site, excluding: all services, including grooming, puppy school, dog wash, veterinary services, daycare and cattery, delivery charges, adoption fees, gift cards, gas bottle and refill sales, business trade account purchases, goods or services notified by Woolworths to Petstock from time to time and products in respect of which the collection or redemption of Everyday Rewards points is prohibited by law.
54. Everyday Rewards points collected at a Petstock Site may take up to 72 hours to show in an Everyday Rewards account.
55. Everyday Rewards points may be redeemed in accordance with the Everyday Rewards T&Cs.
56. Everyday Rewards Membership and the collection and redemption of Everyday Rewards points are subject to the Everyday Rewards T&Cs which are available at www.everyday.com.au. Each Linked Member acknowledges and agrees that the collection of Everyday Rewards points under the Petstock Rewards Program will be subject to these Terms and Conditions and the Everyday Rewards T&Cs.
57. Any queries with regards to Everyday Rewards in connection with the Petstock Rewards Program need to be submitted in writing to the Petstock head office at customerservice@petstock.com.au.

Changes And Termination

CHANGES AND TERMINATION

58. Members acknowledge that:
 - a. the Petstock Rewards Program is a program that Petstock offers to reward loyal customers;
 - b. the Petstock Rewards Program is an additional benefit offered by Petstock to its customers;
 - c. from time-to-time Petstock may need to make changes to aspects of the Petstock Rewards Program, for example, to reflect operational changes, changes in law and changes in suppliers or availability of products; and
 - d. it may also need to cancel or vary access to the Program as a result of these changes, or where Members have not complied with the terms of the Petstock Rewards Program.
59. Member rights are valid until:
 - e. terminated or cancelled by Petstock (acting reasonably and in accordance with these Terms and Conditions);

- f. the relevant Rewards expire in accordance with these Terms and Conditions; or
- g. the Member notifies their nominated Petstock store that he or she wishes to terminate their Membership.

60. If we determine that you have used the Rewards or any discounts in an excessive, unreasonable or fraudulent manner, we may, acting reasonably, cancel, revoke or limit your right to enjoy the Rewards and other benefits under the Petstock Rewards Program immediately by notice to you. If you believe we have unreasonably cancelled, revoked or limited your right to enjoy the Rewards, you can contact our Customer Experience Team at customerservice@petstock.com.au or call 13PETS.

61. A Member may terminate their participation in Petstock Rewards at any time by calling the Petstock Customer Experience Team on 13PETS or by contacting their local store. Any Petstock Dollars and Brand Cash accrued at the date of the termination will be forfeited. Any purchases made after the date of the termination will not accrue any Petstock Rewards. Refer to the Everyday Rewards T&Cs to confirm what happens to your Everyday Rewards points in this scenario.

62. Petstock may terminate a Membership without notice if Petstock has reason to suspect that a Member is misusing the Petstock Rewards Program, including if a Member:

- (1) fails to comply with these Terms and Conditions;
- (2) provides Petstock with any misleading information; or
- (3) registers and/or activates more than one account.

63. If a Membership is terminated in accordance with these Terms and Conditions, Petstock may, acting reasonably in the circumstances, also cancel any Rewards accrued at the date of termination.

64. You acknowledge that certain products or offers available in the Petstock Rewards Program may become unavailable or be otherwise impacted by reasons outside of Petstock's control.

65. Petstock may at any time in its absolute discretion revise any of the Rewards offered in the Petstock Rewards Program or substitute advertised discounts for any other item of a comparable value or change, terminate or cancel Membership rights. Petstock will use its reasonable endeavours to provide notice of any such changes or variations on the Petstock website however in certain circumstances this may not be possible.

66. From time to time, Petstock may need to modify, vary or replace these Terms and Conditions, for example to reflect changes in laws or changes in our arrangements with our partners and suppliers. Petstock will provide notice to Members of any such variation

of these Terms and Conditions by posting a notice on the Petstock website. Where reasonably possible, the notice period will be 30 days. In some circumstances, it may be necessary to make more urgent changes, in which case we will give you as much notice as reasonably possible in the circumstances. You may cancel your Membership within the period of that advance notice (or at any time), in the event that you do not wish to agree to the relevant change. Please review the Petstock website regularly to check for changes.

67. If you continue to use your Membership following the effective date of the variation to these Terms and Conditions, you will be deemed to have accepted the revised Terms and Conditions.

68. Petstock also reserves the right to suspend or terminate the Petstock Rewards Program at any time. Petstock will provide as much notice as reasonably possible in the circumstances (by notification on the Petstock website) of any suspension or termination of the Petstock Rewards Program.

General

69. These Terms and Conditions supersede and replace any and all previous Terms and Conditions specifically governing the Petstock Rewards Program.

70. Members participating in the Petstock Rewards Program and its associated promotions are bound by these Terms and Conditions.

71. These Terms and Conditions are governed by the laws of Victoria, Australia.

72. Any questions regarding the Petstock Rewards Program should be referred to your local Petstock store or by contacting the Petstock Customer Experience Team at customerservice@petstock.com.au or calling 13PETS.

73. For more information regarding Petstock Rewards, please refer to our Frequently Asked Questions page at www.petstock.com.au/help/faq

Submitting Feedback

74. We retain the right and discretion (but not the obligation) to edit, delete, reject or remove any comment which you post or seek to post in the comments areas of the public-facing pages of the website.

75. You grant us a non-exclusive, royalty-free, perpetual, worldwide licence to reproduce and deal with any material you submit to us by all means whatsoever (including, without limitation, in print and electronic format).

Privacy Statement

76. Petstock's current Privacy Policy can be found [here](#). Petstock collects, handles, uses and protects Members' personal information in accordance with Petstock's Privacy Policy.

Third Party Information

77. We may disclose your personal information to:

- (1) our employees, other members of the Petstock Group, contractors or service providers; and
- (2) suppliers and other third parties with whom we have commercial relationships, for business, marketing, and related purposes.

78. In the unlikely event of an investigation into suspected unlawful or improper activity, a law enforcement agency or government agency may exercise its legal authority to inspect the web server's records (e.g. in relation to hacking or abusive messages). For more information on how we collect and use your personal information, please refer to our Privacy Policy.

79. Petstock will send relevant offers and/or information from our preferred suppliers to our Members where we feel that information is of particular benefit or of interest to our Members.

Business Transfer

80. Where there is a change in our business ownership or structure (including but not limited to a merger, acquisition or sale of a portion of all or some of our assets, (including our customer databases)) we may undertake a corporate reorganisation, other action or transfer the benefits under the Petstock Rewards Program between our related brands, entities, business partners, affiliates and digital services. In which case, you should be aware that, by agreeing to these terms and conditions, you are consenting to the transfer of the benefits of your Petstock Rewards Program membership to a new owner or successor entity so that the benefits of your Petstock Rewards Program membership can continue to be provided to you. By agreeing to these terms and conditions, you acknowledge that such transfer of the benefits under your Petstock Rewards Program membership may occur, and that any new owner or successor entity can continue to handle the benefits under your Petstock Rewards Program membership as set forth in these terms and conditions.