

Petstock Rewards Program Terms & Conditions – New Zealand

Effective: 1 July 2025

Definitions

‘Application Form’ means the application form for Membership as amended by Petstock from time to time.

‘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 an eligible purchase transaction on participating brands that are accrued to the Member’s Petstock Rewards Account.

‘Everyday Rewards’ refers to the customer loyalty program which Woolworths NZ operates throughout New Zealand.

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

‘Everyday Rewards Member’ has the meaning given 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.everydayrewards.co.nz.

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

‘Member’ means a person who has applied for membership and whose application has been accepted by Petstock, and ‘Membership’ has a corresponding meaning.

‘Members’ means the members of the Petstock Rewards Program.

‘Petstock’ or ‘we’ means Petstock NZ Limited 5721473 and includes where appropriate Petstock's employees, agents, and contractors, officers and related bodies corporate (as that term is defined in the Companies Act 1993).

‘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 listed as such on our website [here](#).

‘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 Dollars’ means loyalty dollars earned with an eligible purchase transaction that are accrued to the Member’s Petstock Rewards Account.

‘Petstock Group’ means Petstock and its related bodies corporate (as that term is defined in the Companies Act 1993).

‘Petstock Rewards Account’ means your account with the Petstock Rewards Program.

‘Petstock Rewards Program’ means the Petstock loyalty and rewards program operated by Petstock in accordance with these terms and conditions, as amended from time to time.

‘Petstock Site’ means a Petstock branded store or digital platform in New Zealand.

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

‘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.nz from time to time.

Membership

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

- In a Petstock store in New Zealand
- On our website at: <https://www.petstock.co.nz/sign-up> or
- On our App (if available).

Membership is only available to individuals. Trusts, partnerships, joint ventures, associations, corporations or any other body corporate cannot apply.

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.

Membership rights are determined by Petstock from time to time and may include discounts for products purchased at Petstock stores.

Discounts and Rewards are personal to the Member noted on the application form and may not be used in conjunction or combination with any other offer or promotion. Member discounts are not available on goods at 'sale' or 'special' prices.

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.

Participation and Limitation of Liability

By applying for Membership, the applicant acknowledges and accepts the terms and conditions, which apply and are binding on a Member upon the issue of an approved Membership.

Each Member consents and agrees to receive marketing information, offers and special discounts from Petstock. A Member may choose to opt out at any time by either unsubscribing

from their notification using the tools provided in the sent communication, by contacting their store or Petstock Head Office on info@petstock.co.nz.

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.

Any liability arising out of or in any way connected with a Member's participation in the Petstock Rewards Program is the responsibility of that Member.

Petstock is not liable in any way whatsoever for any injury, liability, loss (including any indirect or consequential loss), damage or expense of any kind to person or property suffered by any Member whether by reason of any act or omission, deliberate or negligent, of Petstock in connection with the Petstock Rewards Program, including injury or loss incurred whilst participating in any activity of the Petstock Rewards Program or Petstock or in any activity in which Members are invited to participate. This condition is subject to any liability which may not be lawfully excluded, in which case such liability will be limited to the greatest extent permitted by law.

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

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

To the 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.

Petstock will not be liable in any way if Rewards, discounts, benefits or promotions are unavailable as a result of a technical malfunction, operator fault, errors resulting from computer hardware or software errors or failure.

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.

Members indemnify Petstock for and against any loss or claim suffered or incurred by Petstock arising from or in connection with, a breach of these terms and conditions by a Member.

The Petstock Rewards Program, components of the Petstock Rewards Program and its associated promotions may be amended or withdrawn by Petstock at any time without notice.

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

Everyday Rewards

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, and use their Membership when purchasing from a Petstock site to collect Everyday Rewards points.

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.

Everyday Rewards points collected at a Petstock Site may take up to 72 hours to show in an Everyday Rewards account.

Everyday Rewards points may be redeemed in accordance with the Everyday Rewards T&Cs.

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.everydayrewards.co.nz. 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.

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 info@petstock.co.nz. In case of dispute, Petstock's decision shall be final and binding.

Brand Cash & Petstock Dollars

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

Unused Brand Cash and Petstock Dollars accrued prior to NZST 1 July 2025 under Prior Terms & Conditions will be available for use by that Member online and instore at Petstock Sites as follows:

- Unused Brand Cash and unused Pet Cash accrued by a Member prior to NZST 1 July 2025 will be available for use by that Member at Petstock Sites until the earlier of:
 - o its expiry date under the Prior Terms & Conditions; and
 - o NZST 11.59pm on 30 September 2025,

after which time it will expire and be cancelled

- Brand Cash can be redeemed prior to expiry on purchases of the same eligible premium food or flea, tick and worming brand when accrued under the Prior Terms & Conditions, and is not restricted by size, category or type of food;
- Petstock Dollars can be redeemed prior to expiry on all products, excluding gift cards, pet adoption, microchipping, auto ship purchase and shipping; and
- Petstock Dollars and Brand Cash earned on goods that are subsequently returned or refunded will be cancelled.

Pet Cash

General

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.

When purchasing a Pet Cash Participating Product, Members will receive the corresponding Pet Cash Amount for that product, subject to these Terms & Conditions.

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.

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.

Any Pet Cash earned will be added to the Member's Petstock Rewards Account.

Pet Cash is redeemable prior to expiry on the purchase of any products or services from a Petstock Site, excluding the Excluded Products & Services.

Pet Cash earned from the purchase of a Pet Cash Participating Product is redeemable two hours after the transaction in which it was earned.

Pet Cash earned from a Pet Cash Promotion is redeemable 7 days after the transaction in which it was earned.

Pet Cash is not earned when a Member opts to price match (except where price matching to Petstock's website).

Pet Cash is not transferable and cannot be redeemed for cash.

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.

Any queries regarding Pet Cash need to be submitted in writing to the Petstock Customer Experience Team at customerservice@petstock.co.nz.

Pet Cash Expiry

Pet Cash will expire three months from the end of month in which it is earned, at which time it will be cancelled and is no longer available for use.

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).

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.

Changes and Termination

Member rights are valid until terminated or cancelled by Petstock (in its absolute discretion) or until the Member notifies their nominated Petstock store that he or she wishes to terminate their Membership.

Petstock may, in its absolute discretion and without giving reasons for its decision, at any time and without notice cancel any membership or substitute advertised discounts for any other item of a comparable value.

A Member may terminate participation in the Petstock Rewards Program by emailing the Petstock Customer Experience Team at info@petstock.co.nz or by contacting their Petstock local store.

Petstock may terminate a Membership without notice for any reason including, without limitation, if a Member:

- fails to comply with these terms and conditions;
- provides Petstock with any misleading information;
- registers and/or activates more than one Petstock Rewards Account.

General

Petstock reserves the right to vary these terms and conditions at any time for any reason and without notice to Members.

A copy of the current Petstock Rewards terms and conditions can be obtained from www.petstock.co.nz.

For the avoidance of doubt, these terms and conditions supersede and replace any and all previous terms and conditions specifically governing the Petstock Rewards Program.

Members participating in the Petstock Rewards Program and its associated promotions are bound by these terms and conditions and are subject to any other conditions imposed by Petstock from time to time.

Any questions regarding the Petstock Rewards Program should be referred to your local Petstock store or by contacting the Petstock Customer Experience Team at info@petstock.co.nz

Privacy Statement

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

Third Party Information

We may disclose your personal information to:

- our employees, other members of the Petstock Group, contractors or service providers, including Woolworths in relation to Everyday Rewards; and
- suppliers and other third parties with whom we have commercial relationships, for business, marketing, and related purposes;

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.

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.