



Sobat Drontal Loyalty Reward Club

TERMS & CONDITIONS

By registering to the Loyalty Reward Club, I hereby confirm that I have read, understood, and agreed to be bound by the Terms & Conditions:

The Organiser

1. PT Elanco Animal Health Indonesia (“Organizer”) is the organiser of Sobat Drontal Loyalty Reward Club (“Loyalty Program”).

Entry Requirements

2. The Loyalty Program is open to all Indonesia residents aged 18 years and above, except the directors, employees and immediate family members of the Organizer, including its affiliated and/or related companies, distributors, advertising and promotion agencies (each referred to herein as a “Participant”). Immediate family members refer to spouses, children, parents, parents-in-law, and siblings.

3. All entries must be accompanied with an original receipt showing a valid receipt with a purchase of any Elanco products (Advocate/Advantage/Drontal/Profender), with a minimum spend value of Rp20.000 or above Rp.150,000 from any of the participating vet clinics (refer to clause#8). Participating products include all Elanco products (Advocate/Advantage/Drontal/Profender) purchased from participating vet clinics.

Loyalty Program Period

4. The Loyalty Program will commence at 00:00 (Indonesia time) on 9th January 2025 until further notice (“Period”). Entry submitted beyond the Period will not be accepted.

Loyalty Entry Procedure

5. To participate in this Loyalty Program, an eligible Participant shall, during the Period, do the following:

(i) Register on the official Sobat Drontal Loyalty Program [<https://loyalty.sobatdrontalreward.com/>], together with following details including Pet Owner Name, Mobile Number, Email, Pet Name, Pet Age, Pet Breed and Pet Gender and get OTP verification at Mobile Number via WhatsApp

(ii) Upload a photo of a valid receipt showing a minimum spend value of Rp20.00 any Elanco products (Advocate/Advantage/Drontal/Profender), dated within the Loyalty Program Period, from any of the participating vet clinics. The receipt must clearly indicate the following information:

- a) Vet Clinic's Name,
 - b) Vet Clinic's Address
 - c) Purchase date and time that is within the Loyalty Program period
 - d) Total receipt amount,
 - e) Participating products and their respective amount spend (as specified in the Loyalty Program mechanic)
- (iii) To be eligible to get game chance and collect points, the purchase receipt shall meet the following criteria:

Photos upload must meet minimum visual quality standards. Visible miring, dithering, graininess, blurriness, overexposures, compression artefacts or other degradations to image clarity will not be accepted and will be disqualified. The Organizer's decisions are final.

(iv) Upon receipt approval that meets participating requirements, participants will get 1 (ONE) game chance for single receipt spend Rp20.000 – Rp 50.000 and 2 (TWO) game chance for single receipt spend more than Rp150.000 on Elanco products.

(v) Randomized points (2,3,4 points) will be assigned to the participants when he/she spin the wheel. Upon collection of points to reach the amount for reward redemption, participants could redeem the rewards in Rewards Marketplace.

6. In the event where participant has reached receipt submission limit of twice in a day for the same account, participants will be restricted to submit anymore receipt for the day.

7. Each entry must be received by the organizer within the Loyalty Program period start time 00:00 (Indonesia time) on 9th January 2025 until further notice. Incomplete or illegal entries will be disqualified. The Organizer reserves the right to disqualify any entries that fail to meet any of the criteria.

8. The Loyalty Program participation is applicable for valid purchases made from vet clinic outlets of CV. Amazon Pet Indo, CV. Jangki, CV. Juanda Group, CV. Laras Group, PT Inumaba Setya Jaya, PT Petsindo Makmur Abadi in Indonesia only. For the list of participating vet clinic outlets, please refer here: <https://pages.sobatdrontalreward.com/>.

Challenge Procedure & Rewards

9. Buy One Free One (BOGO) Advocate mechanic will take place in the form of Scan QR challenge in the platform. Participant is required to make a purchase of Advocate products from any participating vet clinic outlets, and obtain the QR code from the vet clinic staff to complete the challenge in order to obtain his/her free box of Advocate product.

10. Free Advantage mechanic will take place in the form of Upload Photo challenge in the platform. Participant is required to upload photo as proof of brand switch from Effipro/Frontline to complete the challenge, and bring the box to any participating vet clinic outlets to obtain his/her free box of Advantage product.

11. Both challenges rewards are limited to one user account throughout the loyalty program period.

Rewards Redemption

12. Accumulated points from Spin the Wheel game can be utilized to redeem rewards in the Rewards Marketplace.

13. Participants are required to contact the organizer's customer support team for Loyalty reward redemption.

14. Participants are required to follow the procedures outlined in the platform for Challenge rewards redemption at participating vet clinics.

15. In the event of unavailability of a particular prize, the Organizer may at its sole discretion, substitute any one of the Rewards with any item of similar value. All Rewards are not transferable, refundable or exchangeable in any other form for whatever reason. The estimated value of the Rewards is correct at the time of printing. All Rewards are given on an “as is” basis.

16. The Organizer shall not be liable for any misinterpretation of facts in respect of the Rewards offered and published in any mass media, marketing, or advertising materials. To the fullest extent permitted by law, the Organizer makes no representations and/or warranties with respect to any Rewards provided under the Loyalty Program. In particular, the Organizer gives no warranty with respect to the Vet Clinicability, quality of the Rewards or their suitability for any purpose.

17. The Organizer shall not be responsible for any non-receipt of any Rewards and shall further not be responsible for any Rewards that are defective, lost, damaged, or stolen.

Additional Terms

18. By participating in the Loyalty Program, the Participants will be deemed to (i) have consented to the Organizer and its sponsor to use any participant information for future advertising and publicity purposes, unless otherwise notified in writing to the Organizer; and (ii) have read and understood these terms and conditions and agreed to be bound by them. Any additions, amendments and modifications to the “Sobat Drontal Loyalty Reward Club” and its related promotional materials may be made from time to time without prior notice.

19. The Organizer collects personal information in order to conduct the Loyalty Program and may, for this purpose, disclose such information to third parties (located within and beyond Indonesia), including but not limited to agents, contractors, service providers, prize suppliers and, as required, to Indonesia regulatory authorities. Entry is conditional on providing this information. The Organizer may, for an indefinite period, unless otherwise advised, use the information for promotional, marketing, publicity, research and profiling purposes, including sending electronic messages or telephoning

the participant. Participants should direct any request to opt out, access, update or correct information to the Organizer. All submissions become the property of the Organizer.

20. Except for any liability that cannot by law be excluded, the Organizer (including its respective officers, employees and agents) is not responsible for and excludes all liability (including negligence), for any personal injury; or any loss or damage (including loss of opportunity); whether direct, indirect, special or consequential, arising in any way out of:

- (a) any technical difficulties or equipment malfunction (whether or not under the Organizer's control);
- (b) any theft, unauthorized access, or third party interference;
- (c) any Entry or Rewards claim that is late, lost, altered, damaged or misdirected (whether or not after their receipt by the Organizer) due to any reason beyond the reasonable control of the Organizer;
- (d) any variation in Prize value to that stated in these Terms and Conditions;
- (e) if the Loyalty Program is cancelled or delayed for any reason beyond the reasonable control of the Organizer;
- (f) any tax liability incurred by a Winner or Entrant or Participant
- (g) use of the Rewards.

21. The Organizer makes no warranties, and hereby disclaims any and all warranties, express or implied, concerning any Rewards or other items furnished by third parties in connection with the Loyalty Program. WITHOUT LIMITING THE GENERALITY OF THE FOREGOING, SUCH ITEMS ARE PROVIDED ON AN "AS IS" BASIS WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, AND THE ORGANIZER HEREBY DISCLAIMS ALL SUCH WARRANTIES, INCLUDING BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF VET CLINICABILITY, FITNESS FOR A PARTICULAR PURPOSE AND/OR NON-INFRINGEMENT OF ANY PARTY'S INTELLECTUAL PROPERTY RIGHTS.

22. The Organizer is not responsible for any error, omission, interruption, deletion, defect, delay, failure in operation or transmission, communications line failure, theft or destruction, unauthorized access to, or alteration of, of any means communication, or any problems or technical malfunction of any telephone network or lines, any website or application, computer online systems, servers or providers, computer equipment, system, apparatus, software, failure of e-mail or receipt of entry on account of technical

problems or traffic congestion on the internet and/or telecommunication services, used in connection with the Loyalty Program.

For further enquiries about the Loyalty Program, please log on to Sobat Drontal Reward Club - Sobat Drontal Reward Club.