

LISTERINE® 21 DAYS CHALLENGE - General Terms and Conditions

1. The promotion applies to residents of South Africa who are 18 years of age or older, except for employees and their families of Kenvue and its subsidiaries, their agencies and anyone professionally connected to this promotion.
2. Valid on purchase of one of Listerine® Total Care range listed below between 1.10.23 and 30.11.23:
3. Product Variants-Included: Listerine® Total Care 500ml, Listerine® Total Care Gum Protect 500ml, Listerine® Total Care Tartar Protect 500ml
4. The promotion excludes Listerine® Total Care Sensitive, Listerine® Total Care 95 ml, 250 ml and 750 ml.
5. Please check product availability in store or online.
6. Based on using the product as directed on pack.
7. If, after 21 days from purchase of the qualifying product, you are not satisfied with it, you can claim a refund of the price you paid for the qualifying product, up to a maximum purchase value of R100. 1 claim (regardless of product variant or packaging size) per household. To do so, you must complete the Money Back Guarantee claim form at claim form: listerine.co.za/money-back-guarantee and enter details as provided (name, email address, mobile number, statement of a min 15 words saying why you are not satisfied). You must upload your proof of purchase (specialist store or online receipt) showing that you purchased the eligible product, the price you paid for it, the retailer you bought it from and the date of purchase within the promotional period. You may edit any purchase except the relevant Qualifying Product (but you may not change the Qualifying Product, price, retailer details, date or time). The receipt must be uploaded in .png, .jpeg or .pdf format. You may or may not be required to send back your bottle of Listerine (half full or empty) via a courier pick up arranged by the fulfillment service so claimants need to keep bottle as proof of purchase.
8. Claims received by the Promoter that are not 21 days or more after the date of purchase shown on the receipt are not valid and will not be processed.
9. The campaign period ends on 30/11/23. All claims must be received by 21/12/23. Claims submitted after this period will not be processed.
10. Claims cannot be made through any retailer or in store.
11. Internet access is required.
12. Itemized receipt or online receipt is required and must be dated within the promotion period and show the purchase of the correct Listerine product. Any receipt that has been altered or tampered with beyond the removal of unrelated purchases will be considered invalid.
13. A valid claim entitles the applicant to a refund of R100 for the eligible product purchased, based on the price shown on the receipt, taking into account any promotions, up to a maximum purchase value of R100.

14. If valid details are provided on the Money Back Guarantee claim form, the refund will be awarded via SMS as an e-wallet payment.
15. Only one claim (regardless of product variant) per household. No bulk or third-party applications.
16. Claims that do not meet the specific entry requirements will not be processed.
17. Any entrant submitting unsuccessful claims, including but not limited to illegible, damaged, invalid, misdirected or incomplete claims, will be deemed invalid. However, the Participant will be given the opportunity to resubmit the claim (one time only) with correct information which must be submitted within an additional 5 days from the date of the claim failure email.
18. Your statutory rights are not affected.
19. The Promoter's decision is final and the Promoter will not enter into correspondence regarding any invalid claims.
20. In the event of circumstances beyond the Promoter's reasonable control, or otherwise where fraud, abuse and/or error (human or computer) affects or may affect the proper functioning of this Promotion, and only when circumstances make this unavoidable, the Promoter reserves the right to cancel or change the promotion or these terms and conditions, at any time, but will always endeavor to minimize the impact on participants to avoid unnecessary disappointment.
21. The Promoter reserves the right to verify all claims and to refuse to grant claims where there are reasonable grounds to believe that there has been a breach of these terms or instructions which form part of this promotion claim.
22. To facilitate the money-back guarantee, we will use your data in accordance with our privacy policy <https://www.listerine.co.za/privacy-policy>