



3 months free flea and worming treatment

Terms & Conditions. Commences 07 December 2023

1. The Promoter

The Promoter is Royal & Sun Alliance Insurance Ltd (No. 93792). Registered in England and Wales at St Mark's Court, Chart Way, Horsham, West Sussex, RH12 1XL. However, this offer is being administered and managed on behalf of Royal & Sun Alliance Insurance Ltd by Pet Drugs Online, Unit 7B, Burnett Business Park, Gypsy Lane, Keynsham, Bristol, BS31 2ED..

2. The Promotion

Customers who purchase a new M&S Premier, Plus or Standard Pet Insurance policy (a "Policy") from 00:01 on 07 December 2023 (the "Opening Date") until 11:59 on 28th February 2024 (the "Closing Date") (inclusive), will qualify for 3 months free flea and worming treatment (the "additional benefit") for the pet they have insured (the "Offer").

The products eligible customers receive, subject to Pet Drugs Online determining the suitability of the product for their pet, if the customer choose to redeem this Offer are as follows:

For dogs; Advantage (flea treatment) and Drontal (worming treatment).

For cats; Advantage (flea treatment) and Dronspot (worming treatment).

The Offer must be redeemed via Pet Drugs Online before the expiry date of 30 April 2024.

3. How to claim the Offer

Pet Drugs Online, will require you to set up a customer profile and disclose certain information about your pet to determine whether the product is suitable and to determine the correct dosage. They require your address for postage purposes. Subject to the information you provide, Pet Drugs Online will determine suitability for your pet. In the event the treatment is deemed unsuitable by Pet Drugs Online, no alternative will be provided.

4. Eligibility

4.1 The promotion is only open to customers who are:

- a) aged 18 years or over;
- b) permanent residents of Great Britain and Northern Ireland (excluding Channel Islands and the Isle of Man);

- c) purchasing a Policy from RSA on the M&S Pet Insurance website via a price comparison website; and
- d) purchasing a new Policy.

- 4.2 Customers who are renewing or amending Policies are not eligible for the Offer.
- 4.3 Customers who purchase a M&S Pet Insurance Policy from RSA on the M&S pet insurance website via the M&S Bank website or over the phone are not eligible for the Offer.
- 4.4 Customers who purchase an “Essential Cover” policy are not eligible for the Offer.
- 4.5 You will be eligible for your additional benefit if your policy is still active and has not been cancelled by you or the insurer (RSA), within 30 days of receipt of your first payment.
- 4.6 By purchasing a Policy within the Opening Date and Closing Date, you confirm that you are eligible to receive your additional benefit.
- 4.7 The Promoter may require you to provide proof that you are eligible to receive your additional benefit.
- 4.8 The Promoter shall have the sole decision on whether any eligibility requirements have or have not been met.

5. Your additional benefit

- 5.1 The additional benefit will be sent to eligible customers within 60 days of the Policy purchase date.
- 5.2 Eligible customers will receive an email within 60 days of the policy start date, with a code to access the additional benefit.
- 5.3 Any costs incurred that are incidental to the fulfilment of the additional benefit are your responsibility.
- 5.4 The Promoter reserves the right to substitute the additional benefit with a gift of equal or greater value.
- 5.5 The additional benefit is valid for single use only and can be used in full or part payment. No change will be given if the full value of a additional benefit is not spent.
- 5.6 The additional benefit is not for auction, sale or re-sale or redeemable for cash and there is no cash alternative.
- 5.7 If your additional benefit has an expiry date it must be used or redeemed before that date.
- 5.8 The additional benefit is subject to further terms and conditions, please read these carefully.
- 5.9 The additional benefit cannot be used in conjunction with other gifts, promotions or prizes.
- 5.10 Replacements will not be issued for lost or damaged additional benefits or additional benefits which have not been used by their expiry date.

5.11 The Promoter does not accept any responsibility if you are not able to take up the additional benefit.

6. Limitation of liability

Insofar as is permitted by law, the Promoter, its agents or distributors will not in any circumstances be responsible or liable to compensate the winner or accept any liability for any loss, damage, personal injury or death occurring as a result of taking up the additional benefit. Your statutory rights are not affected.

7. Data protection and publicity

The Promoter will only process your personal information in accordance with its privacy policy, which can be found at <https://bank.marksandspencer.com/legal-information/privacy-notice/>, and these Terms and Conditions.

8. General

- 8.1 By purchasing the Policy, you are agreeing to be bound by these terms and conditions.
- 8.2 There is a limit of one entry to the promotion per pet insured. Entries on behalf of another person will not be accepted and joint submissions are not allowed.
- 8.3 The Promoter reserves all rights to disqualify you if your conduct is contrary to the spirit or intention of the promotion.
- 8.4 The decision of the Promoter is final and no correspondence or discussion will be entered into.
- 8.5 The Promoter can remove or vary this Offer in whole or in part at any time and without prior notice. This Offer is not transferable, and it may be amended, withdrawn, extended, or suspended at any time without notice.
- 8.6 If there is any reason to believe that there has been a breach of these terms and conditions, the Promoter may, at its sole discretion, reserve the right to exclude you from participating in the promotion.
- 8.7 These terms and conditions shall be governed by English law, and the parties submit to the exclusive jurisdiction of the courts of England and Wales.

These terms and conditions can also be found on the [M&S Bank website](#).

For help with the Offer, please contact the Pet Drugs Online consumer helpline on 01761 250 850. Opening hours are 8:00am to 5:00pm Monday to Friday (Excluding public holidays).

M&S Pet Insurance is underwritten and administered by Royal & Sun Alliance Insurance Ltd. Registered in England and Wales at St. Mark's Court, Chart Way, Horsham, West Sussex, RH12 1XL. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Reference No. 202323.

M&S Pet Insurance is a trading name of Marks & Spencer Financial Services plc, part of the HSBC Group. Registered office: Kings Meadow, Chester, CH99 9FB. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Reference No. 1772585.