

1. Information on how to claim forms part of these Terms and Conditions. Participation in this promotion is deemed acceptance of these Terms and Conditions.
2. Claims are only open to retail customers who are New Zealand residents aged 18 years or over. NeutraLice Money Back Offer applies to the NeutraLice Advance Lotion purchased after February 4th 2013.
3. Employees of Wilson Consumer Products Limited (the “Promoter”), their immediate families, participating retailers, related companies, directors, management and agencies associated with this promotion are ineligible to claim.
4. A claim is only valid if the Promoter receives the claim within 60 days from date of purchase.
5. This offer does not apply in conjunction with any other promotional or trial offer provided by the promoter.
6. Multiple claims are permitted, subject to the following:
 - a. Only one claim permitted per household
 - b. Each claims must be submitted separately and in accordance with the claim requirements set out in these Terms and Conditions
7. The Promoter reserves the right to verify the validity of claims and claimants (including a claimant’s identity, age and address) by contacting the claimant and asking questions relating to the purchase and use of the product. The Promoter reserves in its sole discretion the right to reject any claim if the Promoter considers the claim is false, invalid, tampered with or ineligible, where the claimant has not correctly followed the Instructions (as defined below) or which is otherwise not in accordance with these terms and conditions.
8. To be eligible for the money back offer you must:
 - a) Purchase one of the NeutraLice Advance Lotion products and use the treatment as per the instructions available on the box.

If you have correctly completed the treatment process as per the instructions and are not satisfied with the effect of the product, you are eligible to claim for a refund of the relevant NeutraLice product.

9. In order to obtain your refund you will need to complete the claim form available online at NeutraLice.co.nz or by contacting the Promoter. The completed claim form together with the original receipt of purchase must be sent to the Promoter at:

NeutraLice Money Back Offer

c/o Wilson Consumer Products Limited
PO BOX 105125
Auckland 1143
New Zealand

If you do not have access to a computer please contact the promoter directly on 0800 651 044 for a claim form.

10. The Promoter reserves the right to refuse the refund if the original receipt cannot be provided. Purchase receipt(s) must clearly specify the cost of purchase, the store of purchase, and that the purchase was made during the promotional period. The Promoter's decision on the validity of the claim is final.

11. The refund will be equivalent to the value of the purchase price of the product as specified on the claimant's receipt and does not include postage costs for sending the claim.

12. Refunds are by bank deposit and are not exchangeable or transferable. Refunds will be made by way of bank deposit into the claimant's New Zealand bank account, no later than [20] days after the Claim Submission Date.

13. Any costs associated with accessing the promotional website is the claimant's responsibility and is dependent on the Internet service provider used.

14. The Promoter accepts no responsibility for late, lost or misdirected entries or other communications, or for any direct or indirect loss, damage or injury as a result of technical or telecommunications problems, including security breaches. If such problems arise, then the Promoter may modify the promotion. Incomplete, indecipherable, or illegal claims will be deemed invalid.

15. This offer is in addition to and does not replace your statutory rights and protections. Our goods come with guarantees that cannot be excluded under the Fair Trading Act 1986, Consumer Guarantees Act 1993 and other applicable consumer rights protection legislation.

16. The Promoter will collect your personal information to enable it to conduct the offer and to use it as set out in paragraph 17 below. In administering such offers, the Promoter usually discloses your personal information to organisations to whom the Promoter outsources functions, such as call centres, mailing houses and organisations associated with the offer. All personal details of claimants will be stored at the office of the Promoter. A request to access, update or correct any information should be directed to that office. If the personal information requested is not provided, the claimant may not participate in this Money Back Offer. Entry into the Money Back Offer constitutes the consent of the claimant to the Promoter using and disclosing the claimant's personal information in accordance with the Privacy Act 1993.

17. All claims in this Money Back Offer become the property of the Promoter. By submitting a claim, unless otherwise advised by the claimant, each claimant consents to the information they submit with their entry being entered into a database and the Promoter may use this information to contact the claimant with exclusive offers and updates for products from the Promoter without any reference or payment or other compensation to the claimant.

18. The Promoter is Wilson Consumer Products Limited of 9th Floor, Hobson Towers West, 26-28 Hobson St, Auckland Central, New Zealand.