



## ICL HEALTH PRODUCTS - 21 DAY TRIAL PRODUCT SATISFACTION GUARANTEE

### HOW TO PARTICIPATE

1. To complete the ICL Health Products 21 Day Trial, individuals must purchase one (1) or more ICL Health products from a participating Health food store retailer or pharmacy that issues receipts stating item purchased, the price of the items purchased and the date of purchase.
2. The product must be taken as per the recommended dosage on the product label over a period of 21 consecutive days.
3. To claim a refund if the claimant is not completely satisfied with the product of purchase at the end of the 21 Day Trial, they must;
  - a. Take the product back to the retail place of purchase with a proof of purchase receipt. They will need to fill out a **'Refund Claim Form'** with their contact details and the reason they were not satisfied with the product.
  - b. To download a 'Refund Claim Form' go to [www.interclinical.com.au/products](http://www.interclinical.com.au/products) or contact InterClinical Laboratories for further information.
  - c. Complete their details on the Refund Claim Form with name, address, phone, product purchased and why you were not satisfied with the product.
  - d. Attach their original product purchase receipt(s) which clearly show the price paid for each item and the date of purchase.

### TERMS AND CONDITIONS

1. This offer is not valid in conjunction with any other special product offer.
2. The offer commences in December 2009 is valid to the 30 June 2010. The offer is valid for a period for 6 months only.
3. Claims are only open to Australian residents. Employees (and their immediate families) of the Promoter, participating retailers and agencies associated with this offer are ineligible to claim.
4. The Promoter reserves the right, at any time, to verify the validity of claims and claimants (including a claimant's identity, age and place of residence) and to disqualify any claimant who submits a claim that is not in accordance with these Terms and Conditions or who tampers with the claim process. Failure by the Promoter to enforce any of its rights at any stage does not constitute a waiver of those rights.
5. The claim for any refund must be received within 90 days of the date listed on the purchase receipt. In the case that there are multiple purchase receipts, the 90 day period will commence from the earliest purchase date (as indicated on the receipts provided).
6. If this promotion is interfered with in any way or is not capable of being conducted as reasonably anticipated due to any reason beyond the reasonable control of the Promoter, the Promoter reserves the right, in its sole discretion, to the fullest extent permitted by law (a) to disqualify any entrant; or (b) to modify, suspend, terminate or cancel the promotion, as appropriate.
7. The Promoter collects personal information in order to conduct the offer and may, for this purpose, disclose such information to third parties, including but not limited to suppliers and, as required, to Australian regulatory authorities. Claiming is conditional on providing this information. Claimants should direct any request to access, update or correct information to the Promoter. All claims become the property of the Promoter.
8. The promoter will not refund the cost of any postage, handling or freight associated with the initial purchase of any product(s).
9. If the product was purchased from a retail store the claimant must return the unused portion of the product to the place of purchase with proof of purchase.
10. The promoter will only refund the purchase price of the product.
11. If the product was initially purchased directly from the promoter (InterClinical Laboratories) then the claimant can send the unused portion of the product with proof of purchase directly to the promoter via standard post using Reply Paid 6474 Alexandria NSW 2015.
12. All refunds to the claimant will be payable by cheque, direct deposit EFT, credit card credit transfer or by any other method at the discretion of the promoter.
13. Claim refunds can only be made on retail purchases of an ICL Health product from a retail outlet (health food store or pharmacy) that carries ICL Health products. This excluded products purchased form Wholesale distributors.
14. Only one claim is allowed per person.
15. The Promoter is InterClinical Laboratories Pty Ltd. ABN 89 076 386 475. Po Box 6474 Alexandria NSW 2015. Phone: (02) 9693 2888 Fax: (02) 9693 1888 Email: [lab@interclinical.com.au](mailto:lab@interclinical.com.au) Internet: [www.interclinical.com.au](http://www.interclinical.com.au)



## Take the 21 Day Trial and prove it to yourself!

If you are not completely satisfied with your products we will refund the purchase price. Take the product for 21 consecutive days and if you are not satisfied with them, tell us in this form why you were not satisfied. Send back this form with the original receipt(s). Receipt(s) must specify the item(s) purchased, price and date of purchase. In the case of multiple receipts, the claim must be received within 90 days of the earliest purchase date. Retain a copy of your receipt(s) submitted with this form.

### REFUND CLAIM FORM

As part of the terms and conditions, ICL Health requests that you fully complete and provide all details in order to validate your refund. Please write your details in clear print.

First Name:	Surname:
Residential Address:	
State:	P/Code:
Ph: (    )	Mobile:

Please attach your product barcodes from the product of purchase and the original product purchase receipt(s) which clearly show the items purchased, the price paid for each item and the date of purchase.

Send the completed claim form with the attached receipt(s) to InterClinical Laboratories Box 6474 Alexandria NSW 2015.

Product purchased: \_\_\_\_\_ Date of purchase: \_\_\_\_\_  
 Place of Purchase: \_\_\_\_\_

Please tell us why you were not satisfied with the product?

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To whom is the refund to be made out to?

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**InterClinical Laboratories Pty Ltd**  
**Po Box 6474 Alexandria NSW 2015**  
**Ph: 02 9693 2888 Fax: 02 9693 1888**  
 ABN 89 076 386 475