



# MONEY BACK GUARANTEE

## Request Form

We are sorry that you were not satisfied with our product. You are eligible to receive money back on 1 SPLENDA® product\* purchased between 01/12/2018 and 31/07/2020. All requests must be accompanied by this completed form and:

- (1) Original sales receipt indicating date purchased, purchase price and store where purchased; and
- (2) The original UPC code cut from the package.

You will hear back from us within 30 days.

**FIRST NAME**

**SURNAME**

**ADDRESS**

  

**COUNTRY**

**POSTCODE**

**WHERE PURCHASED/PRODUCT**

**PRICE PAID**

**PLEASE SHORTLY EXPLAIN WHY WEREN'T YOU SATISFIED WITH SPLENDA®?**

  

**PLACE THIS FORM INTO AN ENVELOPE ALONG WITH THE COPY OF THE RECEIPT AND ORIGINAL UPC CODE CUT FROM THE PACKAGE AND SEND IT IN TO US AT THE FOLLOWING ADDRESS:**

**'SPLENDA®', VALASSIS LIMITED, WELDON HOUSE, CORBY GATE BUSINESS PARK, PRIORS HAW ROAD, CORBY, NORTHAMPTONSHIRE, NN17 5JG.**

\*See eligible products.



## MONEY BACK GUARANTEE TERMS AND CONDITIONS

1. This promotion is open to UK and Ireland residents only aged 18 and over, with the exception of **Heartland Sweeteners Europe B.V.** or Valassis employees, their immediate families or anyone connected with the promotion.
2. If you are not satisfied that the result obtained from using **SPLENDA®**, **Heartland Sweeteners Europe B.V.** will refund the actual price paid, in accordance with these terms and conditions.
3. Purchase period for refunds is from 01/12/2018 to 31/07/2020.
4. To obtain your refund go to <https://splenda.co.uk/money-back-guarantee>, print and fully complete the form and post it together with:
  - a. The original sales receipt showing the retailer and date of your purchase of the **SPLENDA®** product;
  - b. The original UPC code cut from the package.
5. Submissions for refunds which do not include the items listed in point 4 above will be rejected.
6. Submissions must be received on or before 31/07/2020 and any submissions for a refund received after this date will be rejected.
7. Incomplete or late submissions will not be accepted. Proof of submitting a request will not be accepted as proof of receipt. Responsibility cannot be accepted for delayed submissions/forms and/or their contents.
8. Valassis Limited, acting for you and on behalf of **Heartland Sweeteners Europe B.V.**, will refund the actual purchase price paid for the **SPLENDA®** product, as evidenced by the receipt provided (via cheque to the details provided at the time of submission), plus £0.56 for postage.
9. Valassis Limited, on behalf of **Heartland Sweeteners Europe B.V.**, will be responsible for the cost of paying the refund to you, but you will be responsible for any other costs associated with the refund process.
10. Valassis Limited, on behalf of **Heartland Sweeteners Europe B.V.**, will use reasonable endeavours to provide refunds within 30 days of receipt of a correctly completed form together with the items listed in point 4 above.
11. Only one refund is available per person per household.
12. This guarantee does not affect your statutory rights.
13. All personal details will be deleted 30 days after the end of the campaign.
14. **Heartland Sweeteners Europe B.V.**, reserves the right to vary these terms and conditions or cancel the promotion at any stage in the event of circumstances arising beyond its reasonable control.
15. By submitting a refund request you will be deemed to be bound by and have accepted these terms and conditions.
16. English law applies and the English courts shall have exclusive jurisdiction over any proceedings in connection with this promotion.
17. This offer applies only to **SPLENDA® Stevia Tablets, 80ct; SPLENDA® Stevia Crystal, 240g; SPLENDA® Tablets 100ct; SPLENDA® Tablets 300ct; SPLENDA® Tablets 500ct; SPLENDA® Granulated 125g.**

**Heartland Sweeteners Europe B.V.**  
**Antareslaan 65-81**  
**1061 WB Hoofddorp - Netherlands**