

Medibank Pet Insurance PETstock e-voucher Terms & Conditions

By using the e-voucher, you agree to be bound by these Terms and Conditions.

The Hollard Insurance Company Pty Ltd PetSure (Australia) Pty Ltd and Medibank Private Limited take no responsibility for services procured with the PETstock e-voucher. PETstock is not a part of The Hollard Insurance Company Pty Ltd, PetSure (Australia) Pty Ltd, or Medibank Private Limited.

Activation, using the e-voucher and expiration

- The PETstock e-voucher will be emailed to the Eligible Customer up to 20 business days after the 90-day eligibility criteria is met.
- E-vouchers are valid until **31st December 2025**. The e-voucher cannot be used after expiry.
- E-vouchers are valid at PETstock Australian stores only, including online.
- Medibank will not be held responsible for any damaged, undelivered, lost or stolen PETstock e-voucher codes and no replacement will be provided.

Limitations of the Card

- PETstock e-vouchers are not redeemable for cash and cannot be used for payment of credit or PETstock retailer accounts.
- Must spend a minimum of \$100 to be redeemed and can only be used in a single transaction. Any balance not used in the single transaction will be foregone by the customer. Purchases exceeding balance require a different payment method.
- Limit of one e-voucher per transaction.
- Excludes all gift cards, Prescription Diet, multi buy offers, equine products and all services including PETstock Vet and donations to Petspiration.

Refunds

- Any refunds on e-voucher transactions are subject to the policy of PETstock.

Disclaimers

We reserve the right to change these Terms and Conditions at any time.

Medibank Pet Insurance is issued by The Hollard Insurance Company Pty Ltd ABN 78 090 584 473, AFSL 241436, is arranged and administered by PetSure (Australia) Pty Ltd ABN 95 075 949 923, AFSL 420183 (PetSure) and is promoted and distributed by PetSure's Authorised Representative (AR) Medibank Private Limited ABN 47 080 890 259, AR 286089. Any advice provided is general only and does not take into account your individual objectives, financial situation or needs. Please consider the [Product Disclosure Statement \(PDS\)](#) to ensure this product meets your needs before purchasing. [PDS](#) and Target [Market Determination](#) available at medibank.com.au/pet-insurance.